

Site access



Save today. Save tomorrow.



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Our staff are easy to identify

We understand that you'll want to make sure our representatives are from EDF Energy.

So to make our staff easily recognisable, we do the following:

- Where possible, any vans or cars used for our visits show the company name and branding
- If practical, the visiting representatives wear clothing that shows the trading name
- All our representatives carry an identity card, which they'll always show you when they visit



Identity cards

Our identity cards display the following information:

- Company trading name (which may be an agent of EDF Energy rather than EDF Energy itself)
- The name of the person carrying the card
- An up to date colour photograph of the person carrying the card
- An easy to see telephone number, which you can call to check the representative's identity.
- An expiry date (the card is not valid after this date)

To ensure that our identity cards are only carried by authorised people, we destroy them when they're out of date or when the representatives no longer work for us

All representatives also carry a large printed version of their identity card, for partially sighted customers



Password scheme and security

For extra security, you can use our free password scheme:

- Just choose a password that's personal to you, then call us free on **0800 269 450***
- Once you've joined the scheme, our representatives will always use your password when they visit your home
- We'll keep a record of your password and keep it secure – only telling staff who really need to know it

For your safety, we suggest you do the following when someone knocks at your door, to make sure it's one of our representatives:

- Use a door chain and spy hole until you are sure of the caller's identity
- Ask the caller to show you proof of identity before you let them in. Don't be embarrassed about checking their card carefully – a genuine representative won't mind at all
- If you doubt whether someone calling at your home is really working for us, please call us on **0845 603 9261*** and we will confirm if the representative is genuine

Maintaining high standards

To make sure we have the best representatives working for us we:

- Ensure that all visiting agents or representatives are fully trained to do the job properly
- Continue to give extra training to staff where needed
- Keep a constant eye on staff performance



Keeping our representatives professional

Our representatives are the public face of our company so we want them to give a good impression. When a representative visits your home we do our best to ensure that they:

- Are calm and polite, without being over familiar
- Use appropriate, sensitive language
- Explain things clearly and accurately
- Listen to your concerns and do their best to meet your needs
- Take care of, and have respect for, your home and property
- Can advise you of who to contact for any help
- Can give you the right telephone numbers for making a complaint or expressing concerns about safety or security
- Follow our rules for reporting meter interference and damage, or safety issues spotted during routine visits
- Are aware of this leaflet and live up to the expectations stated here

If our representatives don't follow any of the points above, we will take the necessary action.

How to contact us

Website

Visit **edfenergy.com** and click on '**Contact us**' to fill in our online contact form.

Phone

For residential enquires, please call us free on **0800 096 9000***.

For prepayment general enquiries, please call us free on **0800 015 1733***.

For Small Medium Enterprise (SME) customers with an annual spend of less than £30k on energy per annum please call us free on **0800 096 2255***.

Business customers with an annual spend of less than £2m on energy per annum please call us on **0845 366 3664***.

Business customers with an annual spend of more than £2m on energy per annum please call us on **0845 366 3661***.

Write

If you want to write to us, please send your letters to:

Correspondence Manager
EDF Energy
Osprey House, Osprey Road
Sowton Industrial Estate
Exeter, EX2 7WN

Meeting your needs

We want to ensure that all our customers are treated fairly and receive the best possible service. If you need this booklet in large print, Braille, or as an audio version on CD, please call our Priority Services team free on **0800 269 450***.

Non-English speaking customers

If English is not your first language and you'd like information in an alternative one, please call us free on **0800 096 9000*** and we'll transfer you to our special language line. We have operators who, between them, can speak over 100 different languages. This guide is also available as a text only version in Urdu, Bengali, Somali, Gujarati, Turkish, Hindi, Punjabi and Welsh.



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*Calls to EDF Energy's 0800 numbers may be monitored and recorded as part of our customer care programme and are free from BT landlines but other network operators' may charge for these calls.

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