

Safe as houses

What to expect when someone
from EDF Energy calls at your home



Peace of mind

We take the wellbeing of all our customers very seriously. That's why anyone representing EDF Energy who calls at your home will be polite and friendly as well as being thoroughly trained. They'll always carry identification too and will be more than happy to show it to you. So don't be afraid to ask.

This booklet tells you about our obligations to you when calling at your home and the things we do to help you feel secure and relaxed.

Contents

How to recognise our representatives	3
Our password scheme	3
Staff selection and training	4
How to contact us	5
Other ways we can help	5

How to recognise our representatives

We understand that you'll want to make sure our representatives are who they say they are. So to make our staff easily recognisable we do the following:

- show the company name and branding, where possible, on any vans or cars used for our visits
- make sure visiting representatives wear clothing that shows either EDF Energy company branding, or the branding of a company working on our behalf
- make sure all our representatives carry an identity card, which they'll always show you when they visit.



Identity cards

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 phone number, which you can call to check the representative's identity
- an expiry date (the card is not valid after this date).

To make sure that our identity cards are only carried by authorised people, we destroy them when they're out of date or if the representative no longer works for us. Other companies we ask to carry out work on our behalf should also follow a similar process.

All representatives also carry a large-print version of their identity card, for visually-impaired customers.

Our password scheme

For extra security, you can use our free password scheme. Just choose a password that's personal to you, then call us on **0800 269 450** to let us know.

We'll keep it secure – only telling staff who really need to know it. Anyone we send to your home will be able to use your password so you can recognise they're working for us.

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 happy that the caller is who they say they are

- ask them to show you proof of identity before you let them in. Don't be embarrassed about checking their ID 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'll tell you straight away.

Remember, if you think someone who you don't want in your home is trying to get in, call the police immediately.



Staff selection and training

Our representatives are the public face of our company so it's important they give a good impression. All representatives will have received a Criminal Record Check before being allowed to visit your home unaccompanied:

- When a representative visits your home, you can expect them to:
 - be calm and polite, without being over familiar
 - explain things clearly and accurately
 - listen to your concerns and do their best to meet your needs
 - have respect for your home and property
 - give you the right contact information for making a complaint or expressing concerns
 - follow our rules for reporting meter interference and damage or safety issues.
- To make sure we have the best representatives working for us we:
- make sure that all visiting agents or representatives are fully trained to do the job properly
 - carry out random on-site monitoring of agents and post-job checks
 - review all complaints to identify the root cause
 - continue to give extra training to staff where needed
 - keep a constant eye on staff performance.

How to contact us

Website

Visit **edfenergy.com** and click on 'Contact us' to fill in our online contact form. Alternatively visit edfenergy.com/myaccount to register and login to MyAccount – the easy way to manage your energy account online.

Phone

If you have any questions or concerns, call our customer service team on **0800 096 9000**. For general prepayment enquiries, please call us on **0800 015 1733**.

Write

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

FREEPOST: EDF ENERGY – PLYMOUTH.

Other ways we can help

Other ways we can help

We want to make sure that all our customers are treated fairly and receive the best possible service. We offer a collection of products and services that are designed to help our customers who have additional specific requirements; we call these our "Personalised Support Services". To find out more about the services we offer, visit **edfenergy.com/pss**

Non-English speaking customers

If English is not your first language and you'd like information in an alternative one, please call us on **0800 096 9000**. We have operators who, between them, speak more than 100 different languages and we also have a dedicated language line that we can put you through to.

This guide is available to download at **edfenergy.com/info-booklets**

The Priority Service Register

Our Priority Service Register also helps us meet the needs of our most vulnerable customers by offering them a range of extra services specific to their needs. We can add your details to the register if you or anyone in your household is:

- of state-pensionable age
- disabled
- visually impaired or have hearing difficulties
- chronically sick
- suffering from a serious short-term illness or injury
- dependent on your electricity supply for use of essential medical equipment.

If you require this booklet in Braille, large print or as an audio version in CD, call our dedicated Priority Services team on **0800 269 450**.

Calls to 0800 numbers are normally free from UK landlines and mobile phones.