



Our service to you

Visiting your home

nPower

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Introduction

This booklet explains why we sometimes need to visit you. We make a number of special arrangements to ensure you receive an excellent service and are not inconvenienced when we visit you. We are particularly concerned about customers who might be vulnerable to 'bogus callers' at the door pretending to represent us, so this booklet also explains how you can be sure our representatives are genuine.

If you would like more information on any of the services described in this booklet, please contact us. All customer service staff have been trained on the services described in this booklet and will do everything they can to help.

Our service to you

We want to make sure that all our customers are treated fairly and receive a service that meets their needs. This is described in the following 'Our service to you' booklets:

- Paying for gas and electricity
- Prepayment meters
- Using electricity and gas efficiently in your home
- Warm Response Service
- Free gas safety checks
- Visiting your home

If you ask us, we'll send you any of these booklets in large print, in Braille, on CD or in another language.

A visit from our representatives

Why we might need to visit you

The most common reason for visiting you is to read your meter. If our representatives need to visit you for any other reason, we will try to tell you why and agree an appointment with you. However, there may be emergencies when we cannot contact you before we visit. If this happens our representative will tell you who they are and why they are visiting. They will always show you their identity card. We work with the police and other organisations to combat bogus callers and we are a member of the National Doorstep Coldcalling Protocol.

We have found that many customers prefer face to face contact with an npower representative when we introduce our products to you. We are a member of the Association of Energy Suppliers and are committed to complying with the EnergySure Code of Practice. If our sales representatives visit you they will of course follow our code of practice.

When we'll visit you

We and our representatives aim to visit you at times which are most convenient to you. We may call from early in the morning until early evening. Usually we will not visit before 8am or after 8pm without arranging it with you. However, some of our meter readers work between 7am and 9pm in the summer months in order to ensure that we can read the meters of customers who are at work during the day. Our sales representatives may visit you between 8am and 8pm, or up to 9pm if they have agreed an appointment with you.

Our representatives

We and the agencies working on our behalf are very careful when we recruit staff to make sure we choose the right people. We train our staff to make sure they carry out their duties professionally, politely and sensitively, and respect your home and property. All our representatives know about and will follow our code of practice. If you want more help or information, our representatives will tell you who to contact.

How to check the identity of our representatives

Your personal safety is important. Don't let anyone into your home until you know who they are and have seen proof of their identity. There are several ways to check the identity of an npower representative:

Identity cards

Our representatives will always tell you that they are a representative of npower and will always show you their identity card. They will give you time to read the card, which gives their name, their photo and a company logo. It will also give a phone number that you can call to check the caller is genuine. We renew our identity cards regularly and ensure that staff hand in their card when they leave us. The meter reader will usually know the location of the meter which will help to give you confidence the caller is genuine.

Uniforms and vehicles

Our representatives wear a uniform and if possible their vehicles bear a company logo.

Passwords

You have a right to know who you are letting into your home. You can set up a password to help you identify that the caller is genuine. We will only give it to our representatives when they need to visit you. You should choose a word that you can easily remember, and you can change it at any time by calling us.



If you would like to set up a password, please contact Customer Service

Genuine callers will not mind you checking their details. If you think they aren't genuine, don't let them in and call the police.

Interpreting service

If you tell us English is not your first language, we can talk to you in any language with the aid of a translator. Ask someone to call us on your behalf to tell us that you need to speak to us in your preferred language.

Os byddwch chi'n dweud wrthym nad Saesneg yw eich mamiaith, gallwn siarad â chi mewn unrhyw iaith gyda help cyfieithydd. Gofynnwch i rywun ein galw ar eich rhan i ddweud wrthym eich bod angen siarad â ni yn eich dewis iaith.

”اگر آپ ہمیں بتاتے ہیں کہ انگریزی آپ کی پہلی زبان نہیں ہے تو ہم آپ سے ایک مترجم کی مدد سے کسی بھی زبان میں گفتگو کر سکتے ہیں۔ کسی فرد کو اپنی جانب سے ہمیں یہ بتانے کے لئے فون کرنے کو کہیں کہ آپ ہم سے اپنی ترجیحی زبان میں بات کرنا چاہتے ہیں۔“

“જો તમે અમને કહો કે અંગ્રેજી એ તમારી પ્રથમ ભાષા નથી, અમે તમારી સાથે કોઈપણ ભાષા માં એક દુભાષિયા ની મદદ થી વાત કરી શકીએ. તમારા વતી કોઈક ને અમને ફોન કરવાનું કહો અને જણાવો કે તમને અમારી સાથે તમારી પસંદગી ની ભાષા માં વાત કરવી છે”.

“ਜੇਕਰ ਤੁਸੀਂ ਸਾਨੂੰ ਦਸੋਗੇ ਕਿ ਅੰਗਰੇਜ਼ੀ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ, ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੇ ਨਾਲ ਦੁਭਾਸ਼ਿਏ ਦੀ ਮਦਦ ਨਾਲ ਕਿਸੇ ਵੀ ਭਾਸ਼ਾ ਵਿੱਚ ਗੱਲ ਕਰ ਸੱਕਦੇ ਹਾਂ। ਆਪਣੀ ਥਾਂ ਤੇ ਕਿਸੇ ਹੋਰ ਵਿਅਕਤੀ ਨੂੰ ਸਾਨੂੰ ਇਹ ਦੱਸਣ ਲਈ ਕਾਲ ਕਰਨ ਲਈ ਕਹੋ ਕਿ ਤੁਸੀਂ ਸਾਡੇ ਨਾਲ ਆਪਣੀ ਪਸੰਦੀਦਾ ਭਾਸ਼ਾ ਵਿੱਚ ਗੱਲ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ।”

如果您告知我们英语不是您的母语，我们可以在翻译的帮助下用您希望的语言与您交谈。您可以请别人代表您给我们打电话，告诉我们您需要用您常用的语言与我们交谈。

Customer Service

If you have any questions about us visiting your home you can call our Customer Service team on



0800 073 3000 or
0330 100 3000

We're here to help you 8am to 8pm Monday to Friday and 8am to 6pm Saturday.



If you have a textphone (Minicom) our number is **0800 413 016**



There's lots of useful information on our website, so take a look if you have any questions – just go to **npower.com/customerservice**

If you need to contact us you can complete an online form there too.

And if you want to write to us our address is:



Customer Service
npower
PO Box 93
Peterlee
SR8 2XX

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calling us on an 0800 number should be free from all mobiles and generally free from all landlines. Calling us on a 0330 number will cost you no more than 01 or 02 numbers from landlines or mobiles. If you get 'inclusive minutes' with your package, calls to a 0330 number will be part of these.

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