

Home visits

Your personal safety is important.

Never let anyone into your home until you know who they are and have seen proof of their identity.

Genuine callers will not mind you checking their details.



We'll show you proof of ID and can quote a password if you let us know in advance

ID and uniform: A meter reader, installer or npower representative will always carry visible identification and wear a uniform. Visitors will be from npower, Meter Plus, or our meter installer partners Lowri Beck and Amey.

Vehicles: All vehicles will also be npower, Meter Plus, Lowri Beck or Amey branded.

The only exception to this is npower's face-to-face customer relations team. They will still provide ID and wear a uniform. You should be aware of these scheduled visits in advance.

You can call npower at any time to check the caller is genuine.

If you're in doubt, please contact us.

You can request a password be set up for extra security.

This can be used when our representative visits your home or for phone calls. Only you and our representatives will know your password. Just contact us to set this up.

Getting in touch with us

If there's anything you'd like to ask us, call:



0800 073 3000

(generally free from all landlines and mobiles)

or **0330 100 3000**

(Included in any 'inclusive minutes' from mobiles)

If you have a textphone (Minicom) our number is:



0800 413 016

Lines are open Monday to Friday 8am to 8pm and Saturday 8am to 6pm.

You can also speak to us via **Live Chat:**

npower.com/help-and-support/contact-us

If you want to write to us, our address is:

npower, PO Box 177, Houghton le Spring, DH4 9AQ

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

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Let's talk about
Visiting your home

Helping to protect you from fraud

You have the



What you can expect

npower take fraud and crime prevention very seriously.

This guide helps you to protect yourself from fraud. It also tells you what to expect when we speak to you or visit your home. Our employees are on hand to help – and are trained to identify and report fraud.

Your personal information is very valuable, so it's important to keep it protected:

- **Be very careful with the information you provide** to people who request it, even if they sound or look legitimate
- **Only disclose personal or account information if you're absolutely sure** that you're talking to the right person
- **Trust your instincts** – if something doesn't feel right, it probably isn't
- **If in doubt, take a moment to step back** from the situation to think about what's really going on



During a home visit we'll never:

- Try to sell you anything while in your home
- Ask you to confirm your bank details or National Insurance number

All of our employees and representatives are carefully recruited. They are trained to be professional, polite and sensitive – and to respect your home and property. They can also let you know who to contact should you need further help or information.

When we speak to you:

Both when you contact us or we call you, we'll verify your identity to make sure we're speaking to the authorised account holder. We'll ask you a couple of security questions:

- We'll never ask for the passwords or security details of your bank accounts or cards
- We will only disclose details about your energy account once we've verified the authorised account holder's identity
- Just because someone knows your bank details, doesn't mean they're genuine
- Be mindful of who you trust. Don't be afraid to ask them questions to verify their identity
- If you've any doubts about a caller claiming to represent npower, you should hang up the phone and call us

It's easy to know if emails from us are genuine:

- Check the address that the email claims to be from – it should be similar to our normal URL: **www.npower.com**
- Check who sent the email – the 'From' address should match any correspondence from us
- Look out for poor punctuation and grammar – this is a clear sign it may be a scam
- It will only be addressed to the account holder or a nominated individual
- We won't ask for your personal details in an email except where previously arranged

If you think you've been sent a fraudulent email claiming to be from us, don't reply to it or click on any links or attachments. You can always contact us to double check if you're not sure.



It's important to keep us informed.

We really want to understand if you need any support, so please tell us if:

- Your circumstances have changed
- You need more time to pay
- You or someone living with you is elderly, have a disability, have young children, a long term illness – including relying on an electricity supply for medicine or equipment
- We can help you find the right support or organisations who can help your situation

Our **Priority Services Register** may also be able to support you with any communication, access and safety needs.

Find out more at

[npower.com/help-and-support/meeting-your-needs/priority-services/](https://www.npower.com/help-and-support/meeting-your-needs/priority-services/)

Independent Fraud & Cyber Crime organisations:

Action Fraud, the National Fraud & Cyber Crime reporting centre. Report anything suspicious to them on:

☎ **0300 123 2040**

➔ actionfraud.police.uk/

Cyber Aware, delivered by the Home Office, provides practical advice to help protect against cyber criminals:

➔ cyberaware.gov.uk/

Take Five To Stop Fraud is a national awareness campaign, backed by Her Majesty's Government, which urges you to stop and think if what you're being told really makes sense:

➔ takefive-stopfraud.org.uk/