

# Visiting Your Premises: A ScottishPower Charter



**SCOTTISHPOWER**  
The Energy People

This charter tells you what you need to know when our employees, or representatives working on our behalf, visit you at your home or business.

| Contents  | Page |
|---|------|
| .....   |      |
| 1 What You Can Expect From Us                           | 3    |
| .....   |      |
| 2 What You Can Do to Help                               | 4    |
| .....   |      |
| 3 Things You Need to Know About Visits to Your Premises | 5    |
| Why we may want to visit you                            | 5    |
| Who will visit you                                      | 5    |
| When we will visit you                                  | 6    |
| What we do to reassure you                              | 6    |
| Password scheme   | 7    |
| Our sales people  | 7    |
| What we do after a sales visit to your home             | 7    |
| .....   |      |
| 4 Conduct of Our People When They Visit You at Home     | 8    |
| .....   |      |
| 5 What to Do if We Get It Wrong                         | 9    |

# 1

## What You Can Expect From Us

- Our representatives will always tell you who they are and why they are visiting.
- They will always carry an identity card and usually wear a company uniform.
- They will always be happy for you to check their identity before you let them in to your premises.
- You can call us to check the identity of a representative at any time. Our meter readers have a telephone number on their ID card which will get you through to our work scheduling teams.
- If you would like extra assurances about callers to your home, you can apply to join our Password Scheme (See page 7).
- Only fully trained staff visit customers' homes unaccompanied by a supervisor and we regularly monitor our staff.
- Our sales agents follow a stringent Code of Practice for ethical selling (the Association of Energy Suppliers Code of Practice) known as the EnergySure Scheme.
- We will carry out background checks on all staff involved in home visits prior to employment.
- When we make an appointment to visit your home or business, we will always explain why we need to visit you.
- If you have a query or need help in relation to your energy supply, our representatives will provide you with a contact who can help.
- If you have a complaint about the conduct of any ScottishPower representative who visits you, we will conduct a thorough investigation.

*Outside ScottishPower's home area we appoint trusted local companies to carry out meter reading and meter checks on our behalf. These representatives carry a photo ID card with a telephone number you can call for reassurance, if necessary.*



## 2

# What You Can Do to Help

### As a ScottishPower customer, you can help us to help you by:

- Paying your energy bill on time or ensuring that your prepayment meter remains in credit.
- Providing accurate meter readings to us, if none have been taken or you are not home when our meter reader calls. You can enter your meter readings using our self service facility via [www.scottishpower.co.uk](http://www.scottishpower.co.uk)
- Allowing our meter readers or agents access to your home, when required for meter reading, inspection, maintenance, recalibration, replacement or disconnection of equipment, or discussing a debt, problem or complaint.
- Keeping appointments that you have agreed to.
- Ensuring that ScottishPower equipment is not damaged or tampered with in any way.
- Calling us right away if you suspect that your meter or other equipment has been damaged or tampered with.

*\*Excludes prepayment customers.*



# 3

## Things You Need to Know About Visiting Your Premises

### Why We May Want to Visit You

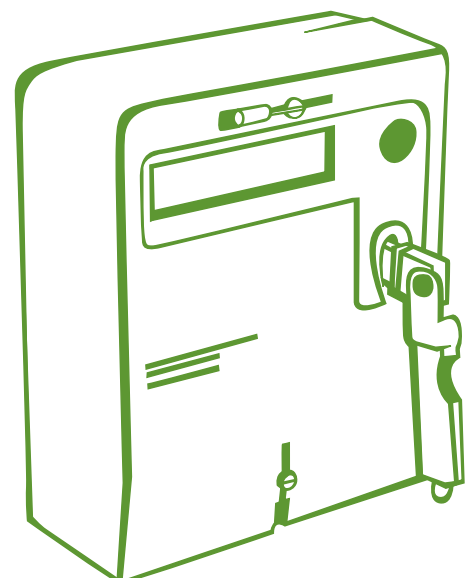
**We may want to visit you at home for a number of reasons:**

- To read your meter and check it is working properly and safely.
- To conduct essential repairs, maintenance, or replacement of equipment, or to reset your prepayment meter if you have one.
- To see if you are interested in becoming a ScottishPower customer, or (if you're an existing customer) switching to a new product or service that may suit you better than the package you are on.
- To discuss a debt you owe, a complaint you have made, or to try and solve a problem you have had.
- There may be a charge for certain visits, such as special meter reads or checks. If we are going to charge you for a visit, we will tell you in advance.
- Please note that if you repeatedly refuse us access to read your meter without giving us a valid reason, we may seek a warrant to gain entry.

### Who Will Visit You

**Representatives, from ScottishPower or one of our approved agents, who may visit you, are:**

- Meter readers.
- Meter installation or maintenance employees.
- Members of our sales team.
- Community liaison officers.
- Energy efficiency specialists.
- Debt advisors.
- Revenue management staff.





## When We Will Visit You

Meter readings are not usually made by appointment unless we make a special arrangement with you. The normal hours for meter readings are from 8am until 8pm on weekdays, or 8am until 12 noon on Saturdays.

Sales representatives may phone or visit you without an appointment. These calls or visits will normally take place between 9am and 8pm.

If we need to visit you for any other reason, we will contact you to offer you an appointment. These are usually arranged for mornings (any time between 8am and 1pm) or afternoons (any time between 12 noon and 6pm). We will always try to arrange our visit at a time that is convenient for you and we may be able to offer you a two-hour time band if you ask for it.

## What We Do to Reassure You

We realise that you want to be sure about the identity of anyone you let in to your home or business premises. That's why all of our representatives carry an identity card and usually wear clothes bearing our brand.

All of our employees and representatives working on our behalf should show you their identity card without being asked. If you have not been shown identification, please ask – our representatives will be happy for you to check their ID card carefully before you let them in.

### A ScottishPower ID card shows:

- The ScottishPower name or the trading name of the company that person works for, for example, Dataserve.
- Name of the person and his or her signature.
- A reference number.
- A colour photograph.

- Expiry date of the ID card.
- An easy to see contact number.

The exception to this is our revenue protection staff, who investigate allegations of meter tampering – a criminal offence. They do not have names on their ID badge, only a personnel number.

If you would like to make sure that the representative is working on ScottishPower's behalf, take a note of the staff reference number and telephone number on the caller's ID card, then call – the work scheduling teams will be happy to check the details for you.

Do not let anyone into your home until you have seen proof of identity. If you think a representative may not be genuine, don't let them in – call the police at once.

## Password Scheme

We operate a free Password scheme, for any customer who would like extra assurance about visitors to their home. This may be particularly useful if you are blind or partially sighted or have other special needs. Senior citizens may also find this scheme helpful. Simply contact us on 0845 2700 700 for further details.

The Password scheme allows you to choose a personal password that will be held securely on our system and only given to representatives who need to visit you. You can change your password at any time. When our representative visits you, ask them for the password before you let them in.

## Our Sales People

The trust of our customers is very important to us, so we make sure that our sales agents are EnergySure accredited. EnergySure is a Code of Practice developed by the Association of Energy Suppliers (AES) to guard against mis-selling.

### The EnergySure Scheme consists of:

- A tough recruitment, training and accreditation programme for sales agents.
- An online database of approved energy sales agents qualified to high standards.
- A set of clear guidelines for good practice in energy sales.

All of our sales people are EnergySure accredited. If a sales agent does not abide by EnergySure rules, he or she can be removed from the energy industry's EnergySure register.

## What We Do After a Sales Visit to Your Home

### If you agree to a contract after a visit or phone call from our sales representative, we will:

- Try to contact you by phone to make sure you understand the terms of the contract and are happy to enter into it.
- Ask you if you were happy with the way the sale was handled and give you a phone number to call if you are not.
- Give you a booklet at the point of sale which contains information on our Code of Conduct, and your right to cancel the contract within a "cooling off" period.

We will not charge you any money before you agree a supply contract, nor will we ever charge you for advice we give you on the best contract for you.

# 4

## Conduct of Our People When They Visit You at Home

**We take great care in selecting and training our people to make sure they will be good ambassadors for our brand. In particular we will make sure they:**

- Are properly trained and have the right skills for the job.
- Are considered to be suitable people for visiting customers at home.
- Have been made aware of and follow this Charter.
- Are calm and polite, without being too familiar.
- Use plain English.
- Explain the reason for their visit and provide accurate, clear and straightforward information.
- Understand and consider your needs and concerns.
- Treat your home and belongings with respect.
- If you think any representative has not followed this Charter, you can email, telephone or write to us.

E-mail: [contactus@scottishpower.co.uk](mailto:contactus@scottishpower.co.uk)

Phone: 0845 2700 700

Minicom: 0800 027 4900

Write to: ScottishPower Customer Services,  
Cathcart Business Park, Spean Street,  
Glasgow, G44 4BE



# 5

## What to Do if We Get It Wrong

We want to provide you with the best possible service at all times. However, if we have made a mistake, or you are unhappy with any aspect of our service, please tell us – we will do our best to put things right. You can email, telephone or write to us.

E-mail: [contactus@scottishpower.co.uk](mailto:contactus@scottishpower.co.uk)

Phone: 0845 2700 700

Minicom: 0800 027 4900

Write to: ScottishPower, Customer Services,  
Cathcart Business Park, Spean Street,  
Glasgow G44 4BE.

For further details on our complaints process please see our Charter on Handling Your Enquiry or Complaint, under Customer Charters, in the Customer Services section of our website at [www.scottishpower.co.uk](http://www.scottishpower.co.uk)

