

To download a copy of the information contained here go to [britishgas.co.uk/codesofpractice](http://britishgas.co.uk/codesofpractice)

For a free paper copy call us on **0800 048 0202**.\*

If you would like this information in another format, like large print, Braille or audio tape, call **0800 072 8625**.\*

If you use a textphone please call **18001 0800 072 8626**.\*

If you speak a language other than English, tell us when you call and we'll arrange for an interpreter to help you.

\*We record calls to help improve our service to you. Calls to 0800 numbers are free from mobiles and landlines. You can talk to us Mon–Fri 8am–8pm Sat 8am–6pm.

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# British Gas calling...

How to check the identity of your  
British Gas representative



  
**British Gas**

## Our promise

At British Gas we won't visit your home without proof of who we are.

When it comes to letting people into your home we know that you can't be too careful. That's why we have devised two simple ways for you to check if your caller is a genuine British Gas representative. And so that you know which of our representatives could call at your home we have identified them here in this leaflet.

Every British Gas representative who visits you at home is trained to comply with our Codes of Practice.

### Two simple ways to check your caller is a British Gas representative

#### 1. Identity cards and passwords

All our employees and agents will show you an identity card. Please check the card carefully and if you are unsure, do not let them in. The card contains the following information:

- ✓ Who they represent i.e. British Gas
- ✓ Their photograph
- ✓ Contact telephone number for you to double-check their identity
- ✓ An expiry date for the card. Identity cards will be surrendered on expiry

Your security is one of our most important considerations. To help reassure you we can organise for our staff to use a password, when they visit your home, which you agree to beforehand. You then only let them in if they use the correct password. If you would like to join the password scheme, call **0800 072 8625\***

If you use a textphone, call **18001 0800 072 8626**.

#### 2. Company uniform and logo

The company logo is another way to check the person's identity. Many of our representatives wear a uniform on which you will see their company logo, and this logo can also be seen on the side of their vehicle.

## Who might call at your home

- All our employees, agents or subcontractors carry identity cards and will explain what they are there to do before they start any work. We urge you to ask to see the identity card before letting anyone in. If you're not sure, just call us and we'll be happy to check the individual's identity. Our employees, agents or subcontractors will be happy to wait while this is done, because they understand that your safety and peace of mind comes first.
- If you have any doubts at all about the identity of the caller, just call the telephone number printed on their identity card for verification.

### Smart Energy Experts

Across Great Britain we have a small army of directly employed Smart Energy Experts, agents and subcontractors working on our behalf installing, maintaining and reading meters in people's homes.

Most of our representatives call at your home only by appointment, such as our Smart Energy Experts – who'll also call ahead to let you know they are on their way.

There are some however, who may call without an appointment. These include:

### Meter Readers

A nominated agent will call to read your meter. As with all our employees and agents who visit your home, they carry an identity card. To make an appointment for us to read your meter call **0800 048 0202\***, weekdays 8am-8pm and Saturdays 8am-6pm.

### Service Engineers

As part of our Home Energy Care service for older and disabled customers, our Engineers may call to carry out gas safety inspections.

### Debt Recovery Representatives

If you're having difficulty paying your gas or electricity bill, one of our Debt Recovery Representatives may call at your home. This only happens as a last resort.

### Revenue Protection Representatives

These agents examine cases of suspected theft of electricity, theft of gas or damage to meters.

## If you have a complaint about your energy account

We're committed to giving you the highest quality service. If you're unhappy with the service we've provided, and would like to make a complaint, our 'We're Listening' complaints handling leaflet gives you all the information you need to know. To see a copy go to [britishgas.co.uk/codesofpractice](http://britishgas.co.uk/codesofpractice) or call us on **0800 048 0202\*** and we will send you a copy free of charge.