



Visiting your premises - our code of practice

We may need to visit your premises from time to time, or sometimes more often.

Here are some of the reasons why we need to visit, how we meet our obligations as a supplier, and the arrangements we have in place to make sure you know it's us.

Our code of practice covers

- Why we'll visit you
- The process for visiting your premises
- Our people - their selection, training, and identification
- What to do if you have a complaint
- Where you can find independent advice

Our representatives who may visit you could range from our meter operators and data collectors, credit management companies, agencies, or representatives directly from npower. We may need to visit your premises to carry out work, to speak to you, to get information about your meter or supply - as well as other reasons.

When you've appointed agents to visit you, we expect them to behave in the same manner as our own people. Terms may vary depending on the agreements you've made with your chosen agent.

Our representatives will always endeavour to act responsibly and in accordance with your rights.

Why we'll visit you

The most common reason for visiting you is to read, check and inspect your meter. We may also attend your premises to install, repair, refit or disconnect an existing meter, or to support you with an interruption to your supply.

Usually our representatives won't visit you before 8am or after 8pm - or 7am and 9pm in the summer months.

Our sales representatives may visit between 8am and 8pm, or up to 9pm if they've agreed an appointment with you. If we need to visit you for any other reason, we'll usually try to agree a rough appointment time.

In the case of an emergency, such as a loss of supply, we might visit outside of these times but may not be able to confirm a time with you.

Whenever possible or practical, we'll always do our best to let you know we're visiting in advance, through our online portal, or by email, phone or letter.

The process for visiting your premises

When a visit needs to be arranged, we'll aim to offer you an appointment at a time that's right for you. Most appointments we have are for the morning, afternoon, or blocks of two hours on most working days.

Depending on the type of visit, sometimes we may be able to offer a more solid time but we can't always guarantee it.

When visiting your premises, our representatives will show you their identity card, and give you the reason for their visit. They'll give you their full name, and will confirm their association with Hartree.

You can ask to hear these details again, or to see their identity card again at any time during the visit.

If you wish to confirm any information given to you, you can also contact us directly during the visit using the details provided below. To ensure you always get through to the right business team, please be sure to call the number that matches the one on your bill.

For the Hartree Business (SME) customer contact centre please call:

0207 201 7565

Opening hours: Monday to Friday from 9:00am to 5:00pm