

## How to check the identity of your British Gas Lite representative

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

When it comes to letting people onto your premises 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 Lite representative. And so that you know which of our representatives could call at your business we have identified them here for you.

Every British Gas Lite representative who visits your premises is trained to comply with our Codes of Practice.

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

#### 1. Identity cards

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

#### 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.

Most of our representatives will call at your business only by appointment, such as for your smart meter installation.

## Who might call at your premises

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 contact 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.

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

#### 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, please visit us at [www.britishgaslite.co.uk/contact-us](http://www.britishgaslite.co.uk/contact-us).