

## Visiting Your Site

As your electricity supplier, we want to ensure that all our operating meters or equipment are working up to standard. To do this there may be occasions where we need to visit your premises. On these visits we might perform meter tests, or we may upgrade or replace your meter.

### Our Promise to You

- Unless we have just come to read your meter, we will not show up unannounced. Instead, we will discuss with you a suitable time to complete any work in advance of our visit;
- We will always send suitably trained, professional representatives to carry out any work;
- Our representatives will carry clear identification. Do not hesitate about asking to see it before letting them into your property – we would prefer if you did!
- We will only send a fit and proper person to enter your premises;
- All representatives will, without exception, be able to confirm any pre-agreed passwords;
- We will ensure you have a direct contact at ElectroRoute should you have any questions concerning your site, account or an appointment.

### If You Have Any Concerns

We will do everything we can to ensure all our representatives adhere to the high standards we want you to expect from us. If you would like to discuss the service you have received, your direct ElectroRoute contact would love to hear from you. If you have any concerns or complaints regarding the service and would like to report the issue formally, you can follow our complaints procedure available on our website.

### Contact Us

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