

A small icon of a heart with a white outline and a red-to-white gradient fill, positioned to the left of the main heading.

Making you our priority

Our Arrangements for Visiting Customers' Premises

Our Arrangements for Visiting Customers’ Premises

<p>We are committed to providing the best possible service to our customers. We follow a strict code of practice for when it comes to visiting our customers’ premises to ensure that the service we provide is considerate and to an excellent standard. The arrangements set out in this statement apply to all premises connected to our electricity distribution network.</p>
<p>All our employees and operatives of our contractors are fully trained and competent to perform the function required of them when carrying out the work we need them to do on a customer’s premises. We have our own, in-house training function and our contractors have contractual obligations to us that we monitor on an ongoing basis in that respect.</p>
<p>All our employees carry an identity card displaying their name, a colour photograph and Northern Powergrid’s name and logo. They will also generally wear clothing displaying Northern Powergrid’s name and logo and, depending on their role, will be using vehicles that also display Northern Powergrid’s name and logo.</p> <p>Our Contractor Passport Scheme ensures that operatives of our contractors are properly checked and hold appropriate accreditation for carrying out the relevant work. Such operatives hold a Northern Powergrid passport identity card. That identity card will have a coloured photograph of the operative along with their name and will state “Contractor working on behalf of” with Northern Powergrid’s logo displayed beneath.</p> <p>All our employees and operatives of our contractors will show their identity card on request. If customers have any doubts as to whether an operative is a genuine representative of Northern Powergrid, they should not let the operative into their premises and call us on 105 to check.</p>
<p>If customers who have registered a password with us ask the operative calling at their premises to confirm that password, the operative will do so. This may be by referring to electronic or paper records carried by the operative or by the operative contacting our customer service team to obtain that confirmation.</p> <p>If customers have any doubts as to whether an operative is a genuine representative of Northern Powergrid, they should not let the caller into their premises and call us on 105 to check.</p>
<p>We will, on recruitment and on a regular basis thereafter, carry out such checks in respect of our employees as are reasonable in the circumstances in order to ensure that they are fit and proper to visit and enter customers’ premises. We will ensure that our contractors have similar arrangements in place in respect of their employees.</p>
<p>If at all possible, our employees and operatives of our contractors will answer questions relating to the work they are carrying out directly while they are on site and, in any event, will always be able to inform customers that the contact point for help and advice in relation to the safety and security of the supply of electricity is to dial the 24-hour emergency number, which is 105.</p>

The current version of this statement is always available to download from our website www.northernpowergrid.com and is also available in alternative formats (including as a hard copy) for those customers who are hard of hearing or are visually impaired or whose first language is not English. Please call us on 105, if you would like a copy of this statement in one of those alternative formats.

This statement is prepared in accordance with Paragraph 9.3(a) of Standard Licence Condition 9 of our electricity distribution licence.

