



# Technical Consultation Service

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NGM are committed to continually looking for ways to improve our customers' ability to offer additional value and services to end consumers.

Providing an end consumer with reliable information on the metering work required on their sites and the comfort that the work will be carried out by a safe, competent and knowledgeable organisation, is paramount to gaining their trust.

To support our customers, we are implementing a trial of a technical consultation service which will work as follows:

- Tell us where you would like us to visit and provide us with the contact details
- We will provide confirmation that your request has been received
- An experienced NGM Engineer will contact the end consumer within 24 hours to arrange a site visit
- On the date and time agreed, the NGM Engineer will meet with the end consumer to establish all of the relevant metering information
- The NGM Engineer will discuss the nature of the work involved with the site contact to ensure they are fully aware of what is required
- All information captured will be provided to you, normally within 48 hrs of the visit, in an agreed format
- Should the end consumer choose to progress with you, the information provided by NGM will enable you to quickly request a quotation for the work.

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If you would like to know more about the Technical Consultation Service and the associated prices then please contact our Commercial Account Managers on 0121 424 8144/0121 210 3593.