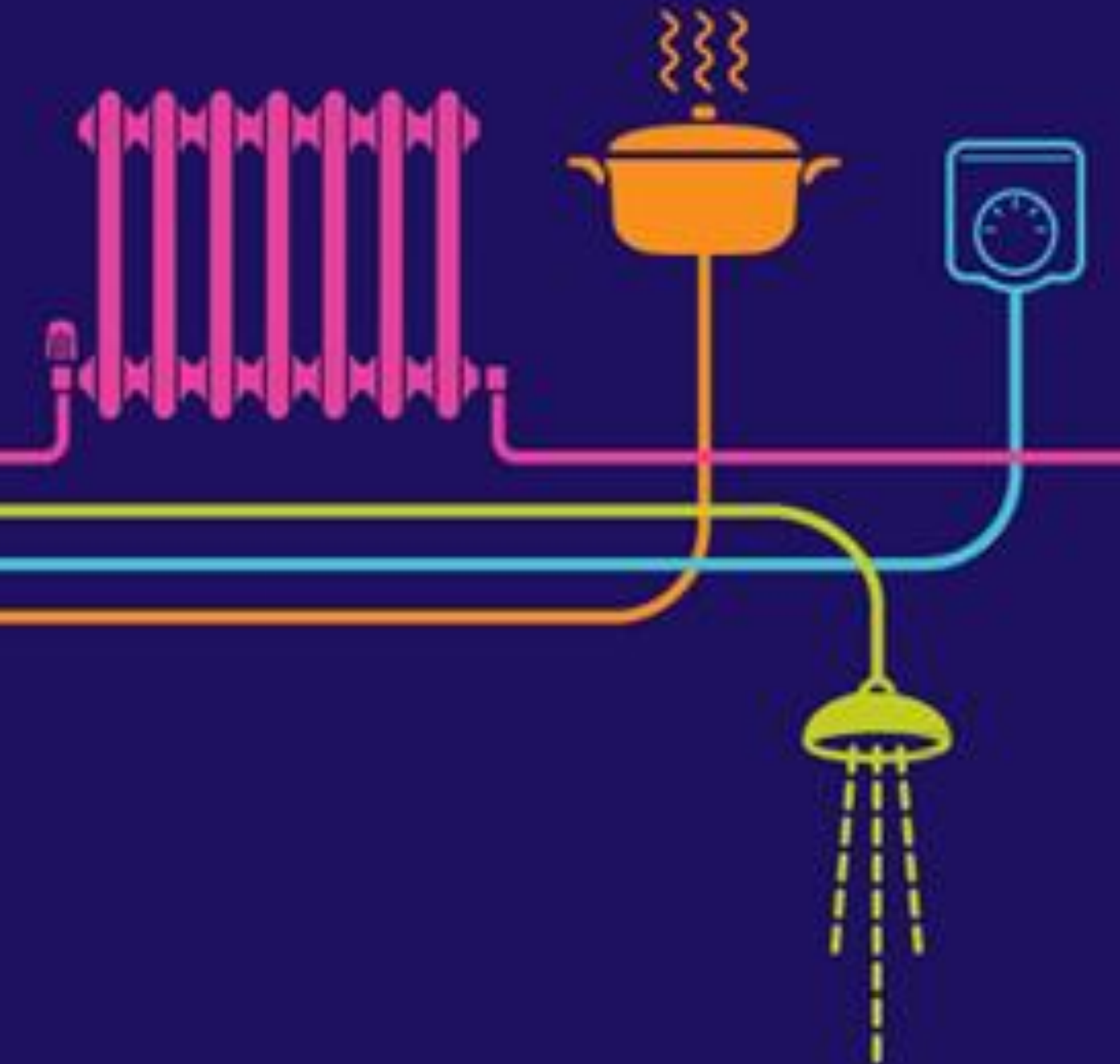


Code of Practice for Gas Customers



About this Code of Practice

This document sets out when and how we might contact you; and how you can get in touch with us to ask questions or raise concerns about any of our services.

It lists the steps that we take to ensure that only our trained staff or contractors make visits to your home; and provides details of the special services we offer to customers with visual impairments, hearing difficulties, or additional needs.

This document is available in the following formats upon request:

- Braille
- Audio
- On CD
- Large Print

As well as in the following languages:

- Polish
- Slovakian
- Czech
- Urdu
- Punjabi
- Russian
- Turkish
- Spanish
- Portuguese
- Bengali

If you would like the document in any other format or language, please contact:

National Grid Customer Support

35 Homer Road
Solihul
B91 3QJ

Email:

nationalgrid.enquiries@nationalgrid.com

Phone:

0800 001 4340

Minicom (type-talk):

0800 371 787

About National Grid Metering

National Grid Metering (NGM) is a subsidiary company of National Grid, and provides a national metering service in both the Domestic and Commercial (I&C) gas metering markets.

The companies that sell you gas are gas suppliers. You should contact your gas supplier if you have any questions about:

- Buying gas
- Your gas bill
- Your meter reading
- Problems with your meter

You can find the name of your gas supplier on your latest gas bill or statement.

If you are deaf or have hearing difficulties, you can use [type-talk](#) to call the National Gas Emergency Service, or to ask a question or raise a concern about our services:

[0800 107 1954](tel:08001071954)

The operator who takes you're your call will ask you if there are any special circumstances we need to know about when we visit you.

It will help us to help you if you tell us about any special needs you have, for example: mobility, sight or hearing difficulties.

For general information, please call:

[0800 001 4340](tel:08000014340)

Or

[0800 001 4340](tel:08000014340)

Do you Smell gas?

If you smell gas, call the **National Grid Emergency Service** on: **0800 111 999**

The National Emergency Service is open 365 days a year, 24 hours a day.
The number is free although some mobile phone providers may charge.

Visiting your home:

If we are called to your home, we will take the steps set out in this Code of Practice.

Sometimes, we may need to visit your home to inspect or maintain gas equipment on your property; or to carry out work you have asked us to complete. We will make sure that everyone who undertakes this work for us will:

- Go through our recruitment process, which will include appropriate background checks.
- Have the right qualifications and be fully trained to carry out their work.
- Be polite and friendly at all times.
- Give clear, accurate explanations, using appropriate and sensitive language; and will respect your home or premises.
- Use vehicles which have either our logo, or our contractor's logo.
- Wear National Grid uniform with our logo where possible.
- Be able to explain how to contact the gas emergency service.

They will also show you an ID card that shows the company name, their own name, a reference number, and a colour photograph of themselves. On this card there is also a phone number to call if you wish to confirm the identity of the individual.

We always ensure that our employees return their ID cards when they stop working for us; or when the card expires.

We will make sure that our employees and contractors read the contents of this leaflet

If you are on your gas supplier's priority services register and we need to disconnect the gas supply to your home; we will provide you with alternative temporary heating and cooking facilities.

If you are on the register, and we fail to provide you with temporary heating and cooking facilities while your gas supply is disconnected, we will pay you compensation.

We will also try to ensure that customers not on the register, also have temporary heating and cooking facilities, wherever possible.

When we visit, please tell us if you have any special needs. For example, a disability, long-term illness; or if you live with someone who has additional needs.

Priority Service Register (PSR):

Under the terms of their license, your gas supplier must keep a register of, and offer help to, all vulnerable customers.

We offer special help to all customers who are:

- Of a pensionable age,
- Disabled (including customers who are blind or partially sighted; deaf or have hearing difficulties,
- Chronically (long-term) ill.

If you are listed on the priority services register with your gas supplier, you will receive a number of free benefits:

- If all of the adults who live in your home register, you are entitled to free safety inspections of all gas appliances and pipework within your home.
- If you arrange an appointment with us through your gas supplier, the person who visits you can use a password that you record on the register - If you would like to find out more about the services that are available, please contact your gas supplier.

Keeping appointments

If you ask us to carry out some work, we will arrange an appointment between 8am and 8pm in a timeslot of up to 4 hours, and to suit you.

If we agree an appointment slot, we will do our best to keep to it; unless we agree an alternative date with you beforehand.

Did you know...?

If you are eligible to be on the PSR and would like to feel more secure, we can agree a **password** with you when we make an appointment; and quote it when we visit you so that you know the visit is genuine.

Customer Satisfaction and Complaints

If there is a problem with the service you have received from us we would like to hear about it and help to rectify the situation. Please contact us in writing, by e-mail or by telephone.

In Writing: National Grid Metering
Customer Services
35 Homer Road
Solihull
B91 3QJ

By Telephone: Freephone 0800 001 4340

Please note that we record all calls and they may be monitored for training purposes.

By email: meteringcomplaints@nationalgrid.com

Using Type Talk if you are deaf or have hearing difficulties: 0800 107 1954

We use the information we get from complaints to identify failures in our service, so that we can make improvements.

It will be helpful, when you contact us, if you can give us any information that you have, such as reference numbers, so that we can deal with your concerns as quickly as possible.

What we will do to put things right:

We treat all complaints seriously and confidentially.

We will handle your complaint in a polite, quick and straightforward way.

We will investigate your complaint fully and give you a detailed response within **10 working days** of receiving it.

If we can't investigate your complaint fully within this timescale, we will give you details of when you can expect a response from us; and will keep you informed of our progress.

If we need to take action to put things right for you, we will try to do this as quickly as possible.

If we decide that we need to visit you to respond to your complaint or enquiry, we will get in touch with you to arrange an appointment that suits you.

Independent Review

We realise that you may not always be happy with the way we deal with your complaint.

If this is the case, you can get in touch with the Citizens Advice Consumer Service, an independent consumer organisation who will be able to tell you what your rights are, and what you can do to take your complaint further. **They will expect you to use our complaints procedure first though, before you contact them.**

They can be contacted in the following ways:

Citizens Advice consumer helpline:	03454 04 05 06
Text phone:	18001 03454 04 05 06
To contact a Welsh-speaking adviser:	03454 04 05 05
Text phone to contact a Welsh-speaking adviser:	18001 03454 04 05 05

Lines are open Monday to Friday 9am to 5pm - Closed on bank holidays

In Writing:	Citizens Advice consumer service 2nd Floor, Fairfax House Merrion Street Leeds LS2 8JU
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Their website:	www.citizensadvice.org.uk
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Street Works:

In order to keep any disruption to a minimum when we undertake works, we will always try to use the most up-to-date techniques while carrying out essential maintenance or repairs.,

Both we, and our contractors, will:

- Give you at least five working days' notice of any service replacement work due to take place in your street,
- Always park all vehicles and machinery safely to avoid causing unnecessary obstruction or inconvenience,
- Let you know before we begin work whether we must excavate across access roads or driveways,
- Leave the site in a safe and tidy condition at the end of each working day,
- Act professionally and politely at all times.

National Grid Metering is a
trading name for
National Grid Metering Ltd
1-3 The Strand
London
WC2N 5EH

Registered in England & Wales
with number **3705992**