



Services for Vulnerable Domestic Customers & Arrangements for Access to Premises

June 2008

Northern Gas Networks (NGN) own and operate the gas distribution network in the North of England. Our day to day operational activities are carried out by United Utilities (UU), supported by a number of contractors. As part of the contracted service provided by UU they also handle our complaints and customer service.

Priority Service Register (PSR)

Your gas supplier has obligations to maintain a register and to offer special help to customers who are of pensionable age, disabled (including customers who are blind or partially sighted, or deaf or hard of hearing) or chronically sick. In addition to a number of other free benefits, by registering on the Priority Service Register through your gas supplier, you would be entitled to receive free gas safety inspections of appliances and pipework on the user side of the gas meter if all the adults in your household qualify to be on the PSR.

Gas suppliers also operate password schemes through the Priority Services Register. If you arrange an appointment with Northern Gas Networks through your gas supplier, the person visiting you will use the password that is recorded on the Register. Please contact your gas supplier if you would like to receive further information regarding the free services available to you.

Meter Re-Positioning

Where NGN owns the meter we will re-position the meter when your supplier requests us to do so and agrees to pay our charges.

Passwords

If you are not on the Priority Services Register, are blind or partially sighted or if you would like to feel more secure, we can agree a password with you when we make an appointment. We will quote this when we visit you so you will know the caller is genuine.

Services for Vulnerable Customers

If you are deaf or hearing impaired and have a Minicom or Textphone, you can use, contact us on 0800 371 787.

All correspondence is available in large print or braille on request of customers who are blind or partially sighted. Please contact us on the 0191 5116940 (office hours)

Entering your home

From time to time Northern Gas Networks may need to visit your home to inspect or maintain gas equipment on your property, to deal with a reported gas emergency or to complete a visit requested by yourself for work to be done. The visit will either be made by a Northern Gas Networks employee or a contractor working on our behalf. Northern Gas Networks has arrangements in place so that you can be sure that only trained, Northern Gas Networks staff or contractors make visits to your home. If you wish to confirm the identity of the person visiting your premises you can call the number on the back of the card and we will confirm whether the person is an authorised representative working on behalf of Northern Gas Networks.

We will:

- Ensure Northern Gas Networks' staff and contractors are fit and proper persons to enter your home
- Establish procedures which involve appropriate background checks, such as checking references for all our staff
- Ensure that staff and contractors are appropriately qualified and fully trained for the purpose of the visit. They will be courteous at all times in their dealings with you, without showing undue familiarity. They will give clear, accurate explanations using appropriate and sensitive language and will respect your property and premises
- Use any password that has been agreed with you
- Ensure authorised Northern Gas Networks employees and contractors will show you an identity card before entering your home displaying the company name, their own name, a reference number, a colour photograph of the individual and a telephone number that can be called to check the caller's identity
- Where possible, ensure all vehicles used for visits to your premises carry the Northern Gas Networks or contractor's logo
- Where possible, ensure Northern Gas Networks employees and contractors wear branded clothing indicating they are representing Northern Gas Networks

- Ensure all Northern Gas Networks employees and contractors are able to tell you the national gas emergency telephone number.
- Takes all necessary steps to ensure that all ID cards are returned when an employee leaves the company or following the expiry date of the card.

Northern Gas Networks will ensure that its employees and contractors are aware of the contents of this leaflet and comply with it at all times.

How to contact us

If you have a complaint or query, please contact:

Customer Service
United Utilities
1st Floor
1 Emperor Way
Doxford International Business Park
Sunderland
SR3 3XR

Telephone complaint / query:	0191 5116940 (office hours)
E-mail complaint / query	enquirycustserv@uuplc.co.uk

All correspondence is available in alternative languages

Calls may be recorded and monitored for training purposes.