

Arrangements For Site Access

When TruEnergy or a company working on behalf of TruEnergy is required to make a site visit, for example for the purposes of a conducting a meter read, meter exchange or to offer consultation services, we will ensure to the best of our abilities to adhere to the following principles:

- The visiting representative will possess the skills necessary to perform the required function.
- The visiting representative will maintain the highest standards
- The visiting TruEnergy representative can be readily be identified as such by a member of the public.
- The visiting TruEnergy representative will use any password agreed with the customer.
- The visiting TruEnergy representative is a fit and proper person to enter the customer's premises.
- The visiting TruEnergy representative is able to inform the customer, on request, of a contact point for any help and advice that he may require in relation to the supply of gas or electricity.