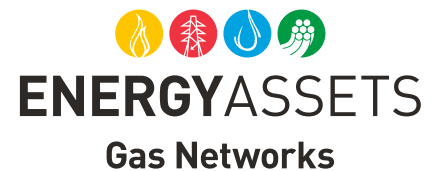


Code of Practice

Version 1.0



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Introduction

Welcome to our Customer Code of Practice guide. This guide explains what to expect when we need to get into contact with you, including if we ever need to visit your home. It also outlines our special services for vulnerable customers and how you can get in touch.

Energy Assets Gas Networks (EAGN) is a licensed gas transporter responsible for the safe and efficient delivery of gas through its gas network to domestic, industrial and commercial customers.

We don't sell gas – we make sure it's delivered safely via our network of distribution gas pipes. For any queries relating to your gas bill, gas meter installation or meter readings, please contact your gas supplier. Contact details can be found on your most recent gas bill.

For any queries relating to our activities, please get in touch using the contact details below:

Energy Assets Gas Networks

6 Almondvale Business Park

Almondvale Way

Livingston EH54 6GA

T: 01506 405 405

E: pipelines@energyassets.co.uk





Gas emergency

To report a gas smell, a loss of gas supply or a concern about the safety of gas equipment, including carbon monoxide concerns, immediately contact the national gas emergency free phone number on 0800 111 999 and follow the guidance below.

If you smell gas or have a gas escape...

Do

- ✓ call the free National Gas Emergency Service Provider number on 0800 111 999
- ✓ turn the gas supply off at the main meter/or Emergency Control Valve if it's safe to do so
- ✓ extinguish all naked flames and remove potential sources of ignition
- ✓ open all doors and windows to ventilate the area.

Don't

- ✗ operate any electrical equipment, including switching lights on or off
- ✗ operate any electrical security entry/exit systems.

The National Gas Emergency Service Provider will take your details and offer advice. When they receive a report of a gas smell or other gas emergency, the nominated regional Emergency Service Provider should attend the site within 1-2 hours, depending on the nature of the emergency. This service operates 365 days a year, 24 hours a day.

The representative will always make the gas supply safe when called to a suspected gas escape. However, the emergency service doesn't cover repairs to appliances or installation pipework (after the meter) that can't be completed within 30 minutes. The engineer will explain what you need to do next if your supply can't be restored.

When you report the gas emergency, make them aware if you or anyone living with you is:

- deaf or hearing impaired
- disabled, has a long-term illness, or difficulties with mobility
- blind or partially sighted
- under 5 years old
- of pensionable age.

For safety reasons, it may be necessary to disconnect your property's gas supply. If you're registered on our Priority Services Register (PSR), the regional emergency service provider will make an effort to provide you with alternative heating and cooking facilities.

Regional service providers

Contact details for the regional providers are detailed below:

- Cadent Gas:
[Home | Cadent](#)
- Northern Gas Networks:
[Home | Northern Gas Networks](#)
- Scotia Gas Networks:
[Home | SGN Your gas. Our network](#)
- Wales and the West Utilities:
[Gas Supply & Connections | Wales & West Utilities](#)



Roadworks in your area

We sometimes need to carry out essential maintenance work to the gas distribution pipeline system so it continues to deliver gas safely. We understand this can be frustrating, so we always aim to use the most innovative techniques to keep disruption to a minimum.

You can expect:

- no less than five days' notice of any mains or service planned replacement works in your area that may interrupt of your gas supply
- all vehicles and plant to be parked safely to avoid obstructing roads, driveways, etc.
- us to contact you before starting any excavating across roads/driveways
- the site to be left in a safe and tidy condition at the end of each working day
- our staff and any contractors acting on our behalf to act professionally and courteously at all times.



Entering your home

We may need to visit your home to inspect or maintain gas equipment on your property, deal with a reported gas smell or emergency, or complete a site visit. Any visit will be made either by one of our employees or a contractor working on our behalf. Only trained, competent employees/contractors will visit your home – if you want to confirm their identity when they visit, please call the number on their ID card. This contact will confirm if the person is an authorised representative working on our behalf.

You can expect:

- to only be visited by qualified, background checked employees/contractors who'll be courteous, respectful and give clear, accurate explanations
- to be shown an identity card with the person's name, company name, and a colour photo – please call 01506 405 405 if you're ever in doubt
- all vehicles used to visit your property to carry our logo or our contractor's logo (where possible)
- all employees/contractors to wear Energy Assets branded clothing (where possible)
- all employees/ contractors to be able to tell you the national gas emergency number and to be aware of the contents in this code and comply with it at all times.

Priority Services Register

We appreciate that more vulnerable customers rely heavily on electricity supply and need priority treatment. Our Priority Service Register (PSR) ensures these customers are informed ahead of any planned interruptions. You can join the PSR if your household includes someone who's:

- **disabled or has mobility issues**
- **living with a long-term illness**
- **of pensionable age**
- **under the age of five**
- **blind, partially sighted, deaf, or hard of hearing.**

If you or your nominated representative would like to register, you can by:

- calling us on 0845 260 1630
- writing to us at:
Energy Assets, 6 Almondvale Business Park,
Almondvale Way, Livingston EH54 6GA
- contacting your energy supplier, who'll pass your details on to us.

Once you're registered, you can choose a secure password to be used by our employees/contractors if they ever need to visit your home, so you can be confident they're who they say they are.

A copy of this Code of Practice in another language, a different format (paper or electronic), large print, Braille or on audiotape can be made available on request.





Customer satisfaction and complaints

If you have a problem with your gas bill, please contact your gas supplier.

We're committed to providing excellent customer in everything we do, but occasionally we may fail to meet our high standards. When this happens, customer complaints give us the opportunity to put things right, review our performance and improve our processes and procedures.

- We recognise complaints are an important part of customer feedback.
- All complaints will be investigated fully and fairly without prejudice.
- Complaints will be dealt with in confidence.
- If you're not satisfied with our response, you'll have the right to appeal.

We fully investigate all formal complaints and in most cases will respond within ten working days. If a response isn't possible within these timescales, we'll give you details of when you can expect to hear back from us. In every case we aim to provide you with a prompt response.

As part of our investigations, we may need to make a site/home visit – we'll contact you to agree a convenient time.

If an agreement cannot be reached then the issue can be escalated to:

The Managing Director
Energy Assets Gas Networks
6 Almondvale Business Park
Almondvale Way
Livingston EH54 6GA
T: 01506 405 405
E: pipelines@energyassets.co.uk

If you've followed our complaints procedure and are dissatisfied with our response, or if we've taken longer than eight weeks to deal with your complaint, you can seek the assistance of the Energy Ombudsman Service. The Energy Ombudsman offers a free, independent service and investigates complaints fairly on your behalf. They'll decide on what action should be taken, and we must accept their decision by law.

The Energy Ombudsman
PO Box 966
Warrington WA4 9DF
T: 0330 440 1624
Typetalk: 0330 440 1600
E: enquiries@os-energy.org
W: www.ombudsman-services.org/sectors/energy

Further sources of information

Citizens Advice provide free, confidential and impartial advice on consumer issues.

T: 03454 040506
W: www.citizensadvice.org.uk

The Office of Gas and Electricity Markets (Ofgem) regulates the Energy Industry, which includes Gas Transporters, and approves the dispute resolution service operated by The Energy Ombudsman.

Contact them at:

The Office of Gas and Electricity Markets
10 South Colonnade
Canary Wharf
London E14 4PU
T: 020 7901 7295
E: consumeraffairs@ofgem.gov.uk
W: www.ofgem.gov.uk