

E.ON Heat Code of Practice

Help and advice
for customers who
need extra support

e.on

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Heat 0345 302 4312
Electricity and Gas 0345 052 0000

Our Codes of Practice are available in a variety of different formats.

Please contact
Customer Service Team on 0345 302 4312 or
Minicom freephone 0800 056 6560

for a copy in:

- braille
- large print
- alternative language

Introduction

This Code of Practice explains the services we offer and ways, in which we can help if you're of pensionable age, have a disability or are chronically sick, blind or deaf.

Getting in touch

Minicom system

If you are hard of hearing and have access to a Minicom text telephone, you can call our special Minicom number free of charge, on **0800 056 6560**.

Email and website

You can email us at **heat@eon-uk.com** or contact us via our website **heat.eonenergy.com**

Braille

We can send you your bills and letters in Braille.

Large print

If you find it hard to read your bills and letters from us, we can arrange for large print copies to be sent to you.

Bill re-direction

We can arrange for bills and letters to be sent to another person (such as a close friend or relative) on your behalf.

Security

Apart from an emergency, we'll normally let you know in advance before our representative visits your home. It's important that you ask anyone who wants to come into your home for official proof of their identity.

Identity cards

All our representatives carry identity cards, which show their photograph, unique identity number and the card expiry date. If you've got any doubts about the representative, you can call the number on the card to check their identity.

Password schemes

You can ask us to use a personal password that we'll quote every time we visit your property. For added security, you can ask us to change your password at any time. You can contact us on **0345 302 4312**.

About your meter readings

Meter readings

If we're not receiving automated readings and an estimate is used we'll encourage you to provide your own readings to ensure that your bills are accurate. If you or anyone living with you is unable to read the meter, we can arrange for your meter to be read at a mutually convenient time.

Paying for your heat

We can help you choose a method of payment that best suits you. When you talk to us about payment options, please tell us about any special requirements you have as, depending on your circumstances, some payment options may suit you more than others.

The following outlines ways you can pay for most of our core products:

- Free of charge at any branch of NatWest bank (if you pay at your own bank this service may be free of charge too).
- Free of charge at the Post Office
- By internet banking
- By phone via credit or debit card
- Via Direct Debit directly from your bank account if it allows Direct Debit payments.
- Via **heat.eonenergy.com** - using the website you can get a username and password to make secure payments online via credit or debit cards.

The choice of payment schemes available

We offer a range of payment schemes designed to suit a variety of needs and help spread the cost of your bills:

Fixed monthly Direct Debit

You spread the cost of your charges over the whole year with monthly payments that we agree with you. You receive statements every month showing you your charges and the payments you've made. Paying by fixed monthly Direct Debit also gives you a £35 discount off your bills each year.

Variable Direct Debit

You receive a bill every month and the amount shown on the bill will be claimed in full directly from your bank approximately 14 days after the bill date.

Monthly standing order

This works in a similar way to the monthly Direct Debit scheme, except you won't qualify for the fixed monthly Direct Debit discount and you'll need to instruct your bank to make the agreed monthly payments to us.

Regular cash payments

We'll agree the amount and payment frequency (weekly, fortnightly or monthly) with you and payments can be made through our wide network of payment agents. If the arrangement is to clear a debt, this will normally cover an unpaid bill plus an estimate of your bills for the next 12 months. The estimate will either be based on our records of your average usage or in discussion with you if we have no previous consumption history.

Part payments

There is no fixed amount or payment frequency agreed and we simply issue you with a payment card that you use at any of our wide network of payment agents. You pay us as little or as much as you want in advance towards your next bill.

Any payments made will show on the bill and the balance remaining must be paid promptly in full.

Prepayment meters

You can pay for the energy you use through a prepayment meter where the option is available. This may be helpful for budgeting or to clear an outstanding debt. You'll need to keep credit on your meter at all times otherwise the supply will be cut off.

We're currently unable to fit a prepayment meter if the facility was not included when your property was built.

Peace of Mind Payments

A friend or relative can set up a Direct Debit or payment arrangement on your behalf where it may be difficult for you to manage. We would need confirmation from you to allow this but this can be arranged.

Problems with paying your bills

If you're finding it difficult to pay, it's important that you let us know as soon as possible by calling our Customer Service Team on **0345 302 4312**.

We'll deal with any call on an individual basis and will try to agree an arrangement to clear any outstanding balance.

If we've been unable to agree a suitable payment arrangement and the Benefits Agency or Social Services can't help, we may disconnect your supply. However, please tell us if you're of a pensionable age, disabled or chronically sick, as we won't disconnect your energy supply between 1 October and 31 March.

Planned interruption of supply

If we turn off your supply to carry out essential work, we'll let you know at least five working days before work starts.

If your heat supply is interrupted, we will ensure our vulnerable customers who are on our Priority Services Register are given access to alternative heating facilities in line with our Guaranteed Standards of Service.

Avoiding hypothermia

During the winter particularly, make sure that you're aware of the dangers of hypothermia.

Symptoms of hypothermia include:

- a general slowing down of speech, breathing and response
- drowsiness
- mental confusion
- unsteady movement
- body cold to touch
- face puffy and pale
- increasing disability as body temperature falls

Hypothermia can be avoided by following simple steps such as:

- wearing clothes that keep you warm
- keeping your home heated
- keeping active and eating at least one hot meal a day
- drinking regular hot drinks.

Contact us

Customer Service
0345 302 4312

Energy efficiency advice
0500 20 1000

Minicom service
0800 056 6560

Email
heat@eon-uk.com

Address
**E.ON Heat, Newstead Court, Little Oak Drive,
Annesley, NG15 ODR**

Translation service

We offer a translation service via the telephone. For more information please contact our Customer Service Centre on **0345 302 4312**.

If things go wrong

If you feel something has gone wrong or we haven't met the standards you'd expect, please tell us because we're really passionate about putting it right. You can view our complaint handling procedure at **heat.eonenergy.com**

Our standards of service

We're committed to giving you excellent service. That's why we have our Guaranteed Standards of Service. They are a set of promises we make to you which are in line with the standards set by Heat Trust.

For a copy, please visit **heat.eonenergy.com**

Useful contacts

Advice groups

The following organisations may be able to give specialist advice and information:

Age UK

Address: Astral House,
1268 London Road
London SW16 4ER

Telephone: 0800 009 966

Website: ageuk.org.uk

Ombudsman Services: Energy

Address: PO Box 966,
Warrington WA4 9DF

Telephone: 0330 440 1624
01925 530 263

Fax: 0330 440 1625
01925 530 264

Textphone: 0330 440 1600
0845 051 1513

Website: energy-ombudsman.org.uk

Email: enquiries@energyombudsman.org.uk

National Debtline

Telephone: 0808 808 4000

Website: nationaldebtline.co.uk

Energy Saving Trust

Address: 21 Dartmouth Street,
London SW1H 9BP

Telephone: 0800 512 012

Website: est.org.uk

Citizens Advice Bureau

Telephone: 020 7833 2181

Website: adviceguide.org.uk

The Disabled Living Foundation

Address: 380-384 Harrow Road,
London W9 2HU

Telephone: 0845 130 9177

Website: dlf.org.uk

Warmfront

Telephone: 0300 123 1234

Website: warmfront.co.uk

Priority Services Register

We offer a range of special services for people who are of a pensionable age, have a disability, chronically sick, blind or deaf or have a child under 5. It's called the PriorityServices Register. We can provide the following free services to people who need extra help:

- Protection from cold callers with a password protection and identity card scheme.
- Bills in talking Braille or large print if you're blind or sight impaired.
- Minicom or textphone facilities to get in touch with us easily.
- You'll get priority reconnection if your heat supply goes off and advance notice if we have to stop your supply.
- Alternative heating facilities if your heat supply down.
- Arrangements can be made for your bills to be sent or copied to someone else, like a carer, who can help you read and check them.
- If you have a prepayment meter, we can arrange to move it so it's easier to reach.

To find out more call us on **0345 302 4312**.

We're open 8am to 8pm, Monday to Thursday, 8am to 7pm, Friday and 9am to 5pm on Saturday.

E.ON Energy Solutions Limited

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