



Please remain 2 metres (6ft) away from our workforce who are carrying out essential work

# Keeping customers and employees safe during Coronavirus

Our priorities have remained the same throughout the pandemic - first the safety and welfare of all our colleagues, contractors and customers, and secondly the maintenance of power supplies to our customers.

If we need to visit your property during this time, we have guidance in place to keep both you and our employees safe. Please read our guidance to give you an idea of what to expect.



## Before the visit:

- We will call to find out your current situation, and let you know our procedures.
- We will arrange a date for the work to commence and discuss how we can gain entry to your property.
- If there is anything you think we should know, please contact us on the number below to let us know so we can make appropriate arrangements.



## During the visit:

### What we will do:

- Wash our hands and tools before arriving.
- On arrival we will step back from the doorway before the door is opened to us and check with you that your situation with regards to high risk medical conditions or self-isolation hasn't changed since you last spoke to a member of our team.
- Wear specified Personal Protective Equipment (PPE).
- Access the property through the agreed route.
- Work as quickly and efficiently as possible to ensure that we spend as little time in your property as possible.



## What you need to do:

- Ensure the work area is clear and easy for us to access.
- Where possible, please open a door or window where we are working for ventilation.
- While we are working, we politely ask that you and anybody else at the property stay in a different room and remain there while we are in your property. If we need to communicate, we can do this by phone or from an adjacent room so we can maintain social distancing.

If you have any questions surrounding the visit to your property, please call 105.

**POWER CUT?  
CALL 105**

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