

Standard Licence Condition 9 – Access to premises



Sometimes it may be necessary to visit your premises. When we do, you can be assured that....

-  Our staff are trained and have the skills required to complete the job
-  Employees vehicles will show our logo (or that of a contractor)
-  Staff will have an identity card which includes a photo
-  Employees will be dressed in our uniform (or that of a contractor)
-  Relevant staff have a Disclosure and Barring Service (DBS) check
-  You can contact ENWL to check the reason for the visit
-  We can provide advice on safety and security of supply
-  Staff are trained to be respectful and treat you and your premises appropriately
-  Priority Services Register customers have access to our password scheme
-  **If in any doubt – do not let the caller enter your premises**

