

# **National Grid Electricity Distribution Arrangements for access to premises**



1. This Statement is produced in accordance with Condition 9 of NGED's Electricity Distribution Licences for National Grid Electricity Distribution (East Midlands) plc, National Grid Electricity Distribution (West Midlands) plc, National Grid Electricity Distribution (South West) plc and National Grid Electricity Distribution (South Wales) plc "NGED". It describes all reasonable steps that the licensee must take to ensure that each Representative of the licensee who visits a Customer's premises on its behalf:
  - (a) possesses the skills necessary to perform the required function;
  - (b) can be readily identified as a Representative of the licensee by a member of the public;
  - (c) uses any password that the licensee has agreed with the Customer in accordance with paragraph 7 of standard condition 10 (Special services);
  - (d) is a fit and proper person to visit and enter the Customer's premises; and
  - (e) is able to inform the Customer, on request, of a contact point for any help and advice that he may require
2. The contents of this Statement as set out below, will be incorporated into NGED's Statement on Customer Services and published on NGED's website as required under SLC 9.3(b).
3. NGED's website Accessibility page contains assistive technology to assist customers who are blind or partially sighted or deaf or hard of hearing or whose first language is not English as required under SLC 8.5(b) and (c).
4. National Grid Electricity Distribution (NGED) operates and maintains the electricity distribution network in the Midlands, South West England and South Wales distribution services areas.
5. When NGED access customer premises:
  - (a) All NGED employees and contractors will show a photo identity card.
  - (b) NGED staff will be suitable, appropriately qualified and fully trained for the purpose of the visit.
  - (c) Vehicles will carry the NGED or our contractor's logo.
  - (d) NGED staff will be polite and respect customers and their property.
  - (e) NGED staff will be clean and tidy and, where appropriate, will be wearing branded workwear.
  - (f) NGED staff and contractors will be able to explain the reason for their visit.
  - (g) Customers can agree a password with NGED staff and contractors.
6. Additional services are available to communicate with us if English is not your primary language. We can provide information in an alternative format if you are blind, deaf or hearing impaired.

Amended: July 2023 (Rebranded)