



Shell
ENERGY

Appointment Criteria

Version number: 1.1

Date published: 27/03/19

Before booking your appointment for an engineer visit, please read the Appointment Criteria below. Our Meter Operators who will be conducting the visit on our behalf, will need to know if you have any special requirements.

Failure to meet the Appointment Criteria may prevent the engineer from starting the work, or stop the engineer from completing the scheduled work and will **result in a £30 charge** being applied to the account balance of the named account holder.

Things to consider before booking your appointment

- Be sure to tell us about any parking restrictions, pay and display parking/permits or meter box keys, so the necessary arrangements can be made prior to the engineers arrival.
- There must be an adult over the age of 18 present at the property for the duration of the appointment.
- The area around your meter will need to be clear from obstructions, safe and easy to access.
- Make sure you turn off and unplug any sensitive electrical or gas equipment linked to your meter (for example your TV, computer, oven, Wi-Fi router, alarm systems and boiler etc).
- We ask that pets are kept in another room or an enclosed area, whilst the engineer is working on the meter, for safety reasons.
- External meter boxes will need to be weather proof and in good working order for any work to be carried out.
- If you would like to request a password for the engineer to use upon arrival at your home, please let us know when booking your appointment.
- If you wish to cancel or rearrange your existing appointment, we recommend that you give us at least 48 hours' notice to avoid a charge being applied.

This is in accordance with our terms and conditions, a copy of these can be found at <https://www.shellenergy.co.uk/info/terms/energy/domestic>, section 14 "Other charges": 14.1 (e) where you fail to keep an agreed appointment with us or our agents without giving us forty eight (48) hours' notice. A summary of our charges can also be found on our website at <https://www.shellenergy.co.uk/info/policies>.