



Shell
ENERGY

Appointment Criteria

Version number: 1.2

Date published: 08/05/19

Upon 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 your appointment

- Parking at the property or within close proximity is a necessity, so before your appointment day be sure to tell us of any parking restrictions such as, no onsite parking, pay and display parking, vehicle height restrictions or if a visitor parking permit will be required, so we can advise you how to make the necessary arrangements ready for when our engineer arrives.
- Access to your meters will be required, so please make the necessary arrangements for meter box keys to be available ready for the engineer prior to their arrival should they be required.
- There must be a decision making adult or carer (where necessary), who is over the age of 18 present at the property for the duration of the appointment.
- Your meter, metering equipment and the area surrounding your meter will need to be clear from obstructions and also any cosmetic home upgrades would need to be removed, allowing engineers safe and easy access to perform the required work.
- 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 children and pets are kept in another room or an enclosed area, whilst the engineer is working on the meter, for their safety.
- Check that any external meter boxes are weatherproof 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 are listed on our vulnerability register or you believe your situation means that you need extra support from us, let us know so that we can try to make things easier for you in advance of your appointment date.
- 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 to your account.

If you have any further questions regarding your appointment or the arrangements that you need to make before the engineer's arrival, please do not hesitate to contact us. In accordance with our terms and conditions, a copy of these can be found at 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. 14.1 (f) Where you fail to meet our Appointment Criteria and as a result we have been prevented from commencing or completing scheduled work at the property. For a full list of all of our charges please see our Summary of Charges document, available at shellenergy.co.uk/info/policies.