

## Access to your home

We'll occasionally need to access your home to inspect or carry out necessary work on your meters or associated equipment. This will be either an employee of Tonik Energy, an employee of one of our third party agents or, in an emergency, an employee of your local electricity network operator or gas network operator.

### Identification

Every time we send someone to your property, whether this is one of our employees or an employee of one of our third party agents, they will carry identification. Please ask to see this identification before letting them into your property.

If you're still unsure whether they are who they say, please call us to check before letting them in. We'll check their details and confirm whether or not they have been sent by Tonik Energy.

We, our third party agents, the electricity network operator and gas network operator will make sure that anyone who visits the property on our or their behalf:

- Has the necessary experience and qualifications to complete the task which they have been asked to perform;
- Will be easy for you to identify
- Will use any password or signal that you have agreed with us or them so that you can confirm that they are who they say they are;
- Will be a fit and proper person to come to your property;
- Will be able to inform you, if you ask, of sources of independent advice for both electricity and gas.

As part of your contract with us you agree to provide our employees, our third party agents' employees and employees of the electricity network operator and gas network operator with safe access to your property and any electricity meter and gas meter located at your property when required.