

# Working safely on your utility connection. This is how it works:



We will ask you beforehand whether any people in your home have a cold or the flu or whether you are in home quarantine. We will also ask you to make the location where we have to work easily accessible, keep it clean and ensure good ventilation.



## STAP 1



Our fitter disinfects his hands, and rings the doorbell

## STAP 2



Our fitter takes two steps back

## STAP 3



Our fitter waits for you to open the door

## STAP 4



Whilst still at the door, our fitter will ask you if you are ill or have a cold

## STAP 4a



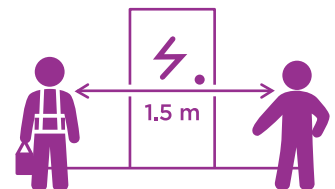
If not, our fitter will ask for permission to enter your home

## STAP 4b



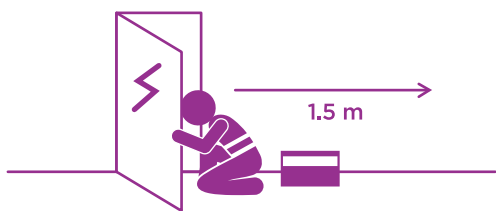
If so, our fitter will wish you well and will leave

## STAP 5



Our fitter will ask you to keep a distance of 1.5 metres and show him where the meter box is, open it, and then go to another room together with the other people who live in your home

## STAP 6



Our fitters always carry out their work at a distance of at least 1.5 metres from anyone who lives in your home

## STAP 7



Our fitter will let you know when the work is done and leave



Our fitters stay at home if they have a cold or the flu or if someone in their household is ill

***This will allow you to continue to use electricity and/or gas uninterrupted. And it will also allow us to protect our customers' and fitters' health.***