

Monday 19 April 2010

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## SP AusNet warns Dandenong Ranges about door-knockers

The Dandenong Ranges' electricity distributor, SP AusNet, is alerting residents of reports that suspicious people in the area are posing as representatives from the power company to gain access to power bills.

SP AusNet spokesperson Sean Sampson said the business would like to warn residents that the people conducting the door knocking were not in any way associated with SP AusNet.

"It's come to our attention that people are going door-to-door claiming to be from SP AusNet and then requesting to see the resident's bills," he said.

"Some door knockers are approaching resident's homes under the guise of collecting information about the resident's smart meter.

"As the electricity distributor, SP AusNet does not approach residents regarding their power bills.

"There may be some instances where our employees visit residents to discuss planned maintenance or vegetation work that may impact them, however, SP AusNet representatives will always carry identification that proves they are employed by our company.

"Our employees or contractors identification will always be shown upon request, so if people are in any doubt, they should ask to see the employee's ID tag.

"In regards to door knockers claiming to be collecting information regarding smart meters, our customers will receive written notification about this program before it is necessary for an SP AusNet representative to visit their property.

"Our customers are very important to us and we want to make sure they are aware of door knockers falsely representing themselves as from our business.

"It is very rare for us to seek access to the inside of someone's house and when this need arises, SP AusNet will always endeavour to provide formal written notification," Mr Sampson said.

Customers are always welcome to contact SP AusNet's Customer Service Line on 1300 360 795 for further information.

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