## ADVICE FOR HOMEOWNERS

Heating engineers may still carry out work to maintain heating and hot for your home. To protect yourself and our engineers, follow this practical water advice and guidance. Remember to seek further advice if needed.

Installer contact

### ANNUAL SERVICING



If your Glow-worm
appliance is due a
service, contact your
local Glow-worm
engineer to find out more
about your options.

#### ON THE DAY



Always maintain a **2-metre safe distance.** 



Stay in another room if possible.

# DISCUSS THE VISIT IN ADVANCE



Keep yourself safe. Make sure your engineer knows if anyone in the house is shielding or at risk.

Keep your engineer safe. Let them know if anyone in the house is self-isolating or has symptoms.

Find out where the engineer will be working and what access they'll need.



Clear a pathway to and around the work area.

Remove anything the engineer may have to touch.



Don't feel you have to offer them a cuppa.

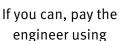
## IS A VISIT NECESSARY?





Ask your engineer if they can use technology such as FaceTime to help you diagnose and solve the problem yourself.

## (( PAYMENT ))



contactless card



online money transfer



**GWCOV1** 

**INFORMATION CORRECT AS OF 13.05.2020** 

Glow-worm

**Keeping Britain Glowing**