

Dianne Faraday
Meter Reader

The benefits of working out-of-doors "I'm just at the start of my career with E.ON. So, it's nice to know there's a big company behind me that offers sound advice when I need it most. I've spent a lot of time at a desk in front of a computer or with a telephone in my hand. Frankly, I'd much rather meet people face-to-face - and all the walking to houses and getting in and out of a van really helps me keep fit.

A little freedom makes the day go faster "I'm given pretty challenging targets to reach, but plenty of freedom as well. I can decide when I start work and when I finish, so the flexibility really makes a difference. I spend a lot of my time going into people's homes where it's important to put them at ease and give them confidence in me. That means being polite, professional and efficient. If there have been any problems, it's usually me that hears about it first. I guess I'm the public face of the business."

Looking at the role in a unique way "We're lucky that the company gives us plenty of information. For example, my hand-held will tell me if a customer is over 60. Some customers have their own passwords, and, of course, it helps if I say it right away. I also think that being a woman is an advantage - especially when people are ill, uncertain or even a bit frail."

The right support makes a difference "Before I started, meter reading on my own, I spent two days with a mentor just watching the way he did things. It's easy to pick up tips that way. Experience is a great teacher, too. And I've certainly learned a lot on-the-job."

"I've only been with E.ON about
eight months,
but already I feel very
confident about the **future."**

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The E.ON logo is located in the bottom right corner of the page. It consists of the letters 'e.on' in a bold, red, lowercase sans-serif font. The 'e' is slightly larger and more prominent than the 'o' and 'n'.