

# **Code of Practice for Vulnerable Customers**

**enÉrgia**



# Code of Practice for Vulnerable Customers

At Energia we have a range of services available to our customers who may have special requirements due to their age or medical condition. This code outlines the services offered and explains how to register as a vulnerable customer.

## Our Commitments

- We will ensure our Customer Service team are familiar with the additional services available to vulnerable customers.
- We will work closely with our customers who have special requirements to ensure their needs are met.
- We will bring this code of practice to the attention of customers at sign up; at least once a year and on bills.
- We will maintain and regularly update a register ("Priority Services Register") of our customers who are vulnerable customers that are critically dependent on electrically powered equipment and a register ("Special Services Register") of our customers who are vulnerable customers that are particularly vulnerable to natural gas or electricity disconnection during winter months.
- We will not levy penalty fees on PAYG customers who terminate a contract of supply where the PAYG meter is no longer suitable for use due to their vulnerability.
- We will adhere to an efficient, adequate process to ensure that a PAYG meter is suitable for any vulnerable customer requesting one.

## Priority Services Register

We have a priority services register for customers who are critically dependent on electrically powered equipment and they should register with us as high priority. This equipment includes, but is not limited to, customers who have:

- Life support equipment such as home dialysis, feed pump, a ventilator or oxygen concentrator.
- Non-life support equipment such as a stair lift, electric hoist, electric bed or require medicines that need to be kept refrigerated at all times.

With your permission, we will pass your details to ESNB and/ or GNI who will add your details to the Industry register so they can identify customers who are particularly vulnerable to a power supply interruption.

## Special Services Register

We have a special services register for customers who are particularly vulnerable to disconnection during the winter months for the following reasons:

- Deaf or hard of hearing
- Aged 66 or over, either living alone or with others aged over 66/ minors
- Blind or partially sighted
- Mobility impairments
- Mental health issues
- Learning difficulties

With your permission, we will pass your details to ESNB and/ or GNI who will add your details to the Industry register so they can identify customers who are particularly vulnerable to a power supply interruption.

## Redirecting Bills to a Third Party

If you have a carer, relative or friend who helps look after your bills, you may prefer that we send the bill and any other communication from us directly to them. We just need written consent from you, then we can send your representative your bills and any other communications.

## Services for Customers with Sight and Hearing Disabilities

With respect to the following list of communications, we will provide at least one additional method of communication to customers who are sight or hearing impaired:

- Household Customer Terms & Conditions
- Customer Charter
- Customer Codes of Practice
- Household Tariff Information
- The energy bill and the energy statement
- Personalised Household Customer Communications
- Outage Notifications

- Any letter to a customer informing them of a change in services or tariff
- Any insert to customers that has been required by CRU

Additional methods of communication will include:

- Braille Bill: If you are a Braille reader, we can send your bill in Braille format.
- Talking Bill: If you are blind or visually impaired we can telephone you with your bill details. You can then ask any questions you may have. We will also send you a bill by post or email.
- Print: Customers with sight difficulties can have their bills and other correspondence sent out in larger print.
- Email: If you have hearing difficulties, you can contact us any time by email at [homeenquiries@energia.ie](mailto:homeenquiries@energia.ie)

## Payment Difficulties

If you are having difficulty paying your bill on time, please get in touch and let us know. We will work with you to find a suitable solution.

- All registered vulnerable customers will be placed on the most economic tariff available for their chosen payment method and billing format.
- We will not request your supply to be disconnected if you are registered as a Priority Services customer critically dependent on electrically powered equipment,
- If you are registered as a Special Services customer who is particularly vulnerable to disconnection during the winter months, you will not have your supply disconnected during the winter months (1st November to 31st March)
- We will assess the suitability of a PAYG meter for customers on our Priority or Special Services register.

We will engage with any relevant third parties such as registered charities for help with paying your bill, on your request.

## Registration as a Vulnerable Customer

Only customers who have registered can benefit from the additional services provided to vulnerable customers.

To register;

Complete the enclosed registration form and return it by post to;

Energia, Freepost FDN5256, PO Box 12380, Dublin 2

Or telephone us on 0818 405 405

Customers who provide verbal notification of their vulnerability but fail to submit the required forms will be sent a form with the registration pack, information on vulnerable customers will be provided on the customer's bill and the customer will be contacted via email after sign up if the required forms have not been submitted.

We may ask for evidence of your eligibility to register as a vulnerable customer (such as medical documentation or personal identification).

## Contact Us

If you have any queries regarding our Vulnerable Customer Register or Codes of Practice, please get in touch:

Email: [homeenquiries@energia.ie](mailto:homeenquiries@energia.ie)

Write to: Energia, PO Box 12380, Dublin 2.

Call: 0818 405 405

# Vulnerable Customer Registration Form

## Your Details

Name

Address

Phone

Email

Energia Account No

## Please tick the box that applies to you

- |   |   |
|---|---|
| <input type="checkbox"/> Aged 66 or over, living alone, with another vulnerable person or with minors | <input type="checkbox"/> Learning Disability                                    |
| <input type="checkbox"/> Blind or Visually Impaired   | <input type="checkbox"/> Deaf or Hearing Impaired                               |
| <input type="checkbox"/> Mobility Impaired  | <b>Critically dependent on medical equipment</b>                                |
| <input type="checkbox"/> Mental Health  | <input type="checkbox"/> Life Support <input type="checkbox"/> Non Life Support |
|   | <input type="checkbox"/> Other  |

If 'Other' please specify:

If you are **critically dependent on medical equipment**, your information will be forwarded to ESB or Gas Networks Ireland. Please note we may need to ask you to provide medical evidence of your vulnerability.

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Oxygen Concentrator   | <input type="checkbox"/> Electric Hoist                   | <input type="checkbox"/> Electronic Pressure Relieving Mattress |
| <input type="checkbox"/> Personal Suction Pump | <input type="checkbox"/> Total Parental Nutrition Machine | <input type="checkbox"/> Household Lift                         |
| <input type="checkbox"/> Home Dialysis         | <input type="checkbox"/> Ventilator                       |   |
| <input type="checkbox"/> Peg Tube Feeding Pump | <input type="checkbox"/> Nebuliser                        |   |

## Services Required

- Braille bill     Talking bill     Large print bill

## Redirecting Bills to a Carer

If you would like us to send your bills and other communications to a carer, relative or friend, please provide their details below.

Name

Address

Home Phone     Mobile

Email

Signature

Date  /  /

If you have any queries about filling out this form, please call us on 0818 405 405.

**Please return the completed form to: Energia, Freepost FDN5256, PO Box 12380, Dublin 2.**