

CODE OF PRACTICE FOR VULNERABLE CUSTOMERS



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At Energia we care about all our customers but are particularly concerned about our elderly customers and those with special requirements. We are committed to ensuring that they benefit from the range of services offered with our confidential Special Services Register.

Our Commitments

- We will ensure our Customer Service team are familiar with all the services available within the Special Services Register.
- We will work closely with our customers with special requirements to guarantee their needs are met.
- We will communicate regularly with organisations representing customers with special requirements to implement all appropriate services.

Our Special Services Register is available to vulnerable customers, who are defined as:

- Critically dependent on electrically powered equipment, which shall include but is not limited to life protecting devices, assistive technologies to support independent living and medical equipment, or

- Particularly vulnerable to disconnection during winter months or for reasons of advanced age or physical, sensory, intellectual or mental health. For the purposes of this clause, a person of advanced age is taken to be a person of pensionable age (66 years or above) living alone, with another vulnerable person or with minors.

Redirecting Bills to a Carer

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 them your bills and any other communications.

Registration for Vulnerable Customers

If you are critically dependent on electrically powered equipment or are particularly vulnerable to disconnection during the winter months for reasons outlined herein, you must register with us to be placed on our Special Services Register. Only customers who have registered on our Special Services Register can benefit from the additional services provided to vulnerable customers.

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
- 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 CER

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

Customers Critically Dependent on Electrically Powered Equipment

Customers who are critically dependent on electrically powered equipment should register with us as high priority. We will pass your details to ESB Networks who will add them to their Priority Customers List on the Industry Register, so they can identify customers who are particularly vulnerable to a power supply interruption.

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 solution. We will not request your supply to be disconnected if you are registered on our Special Services Register as a high priority customer critically dependent on electrically powered equipment, or during the winter months (1 November to 31 March) if you are registered as an elderly customer particularly vulnerable to disconnection during the winter months. We will engage with any relevant third parties such as registered charities for help with paying your bill, on your request.

Special Services Registration Form

To register for any of the services outlined above, please complete the registration form on the following page and return it by post to Energia, PO Box 12380, Dublin 2.

Contact Us

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

Fill out a contact form online at www.energia.ie

Write to us at Energia, PO Box 12380, Dublin 2.

Give us a call on 1850 405 405.

REGISTRATION FORM FOR SPECIAL SERVICES

Your Details

Name

Address

Phone

Email

Energia Account No

Please tick the box that applies to you

Aged 66 or over

Blind or visually impaired

Deaf or hearing impaired

Critically dependent on medical equipment

If you are critically dependent on medical equipment, your information will be forwarded to ESB or Bord Gáis Networks.

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 1850 405 405.

Please return the completed form to:

Energia

PO Box 12380

Dublin 2.