

Code of Practice for Vulnerable Customers



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

Our Vulnerable Customer 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.

Priority Services

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

Special Services

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, and then we can send them 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

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 customers critically dependent on electrically powered equipment, or during the winter months (1 November to 31 March) if you are registered as a special services customers who is particularly vulnerable to disconnection during the winter months.
- 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 1850 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

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

Call: 1850 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 | Critically dependent on medical equipment |
| <input type="checkbox"/> Mental Health | <input type="checkbox"/> Life Support <input type="checkbox"/> Non Life Support |

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.

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, Freepost FDN5256, PO Box 12380, Dublin 2.