



Our Code of Practice

on the Provision of Services for persons who are of Pensionable Age, Disabled or Chronically Sick



Foreward

We would like to take this opportunity to present our Electricity Code of Practice on the Provision of Services for persons who are of Pensionable Age, Disabled or Chronically Sick

At SSE Airtricity we are committed to meeting the needs of our customers and our Codes of Practice informs our customers on the range of support services available.

We invite you to read on and find out more about the services we offer.

This Code is compliant with the minimum standards as set out by the Utility Regulator.

These Codes of Practice are here to make sure our product and services meet the needs of our customers.

February 2017

We promise to make using electricity as easy as we can, particularly if you are elderly or have a disability and we promise to ensure that the services we provide reflect your individual needs



Code of Practice on the Provision of Services for Persons who are of Pensionable Age, Disabled or Chronically Sick

We promise to make using electricity as easy as we can, particularly if you are elderly or have a disability. SSE Airtricity maintains a Critical and Customer care register and we promise to ensure that the services we provide reflect your individual needs.

The SSE Airtricity registers are designed for customers who are -

- > Of pensionable age; or
- > Disabled (including those who are deaf or hearing impaired or blind or partially sighted); or
- > Chronically sick.

As an SSE Airtricity customer we will remind you at least once a year as to the existence of the register and what you need to do if you wish to be included on it, so that if your circumstances change we have you covered.

Critical Care

If anybody in your home depends on electrical equipment listed below that is vital for their health it is important that you contact us. This can be done during the sign-up process or by contacting us using the contact details below. We will ensure these details are sent to NIE Networks for inclusion on the industry register in line with data protection provisions. NIE Networks are responsible for maintaining the electricity network and this information will enable them to identify customers who are particularly vulnerable during a power cut or a planned interruption.

Electrical equipment

- Oxygen Concentrator
- Suction Pump
- Home Dialysis
- Peg Tube Feeding Pump
- Electric Hoist
- Electric Chair Lift
- Total Parental Nutrition Machine
- Ventilator
- Nebuliser
- Electric Mattress/Bed
- Electric Pressure Stair Lift
- Multiple Sclerosis
- Vital Medicine Requiring Refrigeration

Network services

Once you register as a Critical Care customer we will ensure these details are sent to NIE Networks for inclusion on the industry register. Inclusion on the industry register enables you to receive the following services from NIE Networks.

Power cuts

Registration as a critical care customer will ensure you are given priority during a power cut. NIE Networks will contact you with regular updates throughout the duration of the power cut. These updates will help you make an informed decision as to whether alternative arrangements will be required.

Planned interruptions

NIE Networks will contact you at least three days before a planned interruption to your supply. They will let you know the expected duration of the supply downtime. This will help you make an informed decision as to whether alternative arrangements will be required.

Meter Relocation

If you would like to request a relocation of your meter please contact us and we will provide assistance with this.

Other

If your electricity goes off or you have problems with the quality of your electricity supply you should contact NIE Networks on 03457 643 643.

Customer Care Register

We value all our customers and are particularly aware of those with specific needs. Once you are registered on the Customer Care Register you can take advantage of the following services free of charge. We will also ensure that these details are sent to NIE Networks for inclusion on the industry register in line with data protection provisions.

Dedicated careline team

We have a dedicated careline team who are specifically available to respond to any queries in relation to our Customer Care Register. They can be contacted via the email address below and they will endeavour to respond to you within one working day.

Talking Bill Service, Enlarged Bills and Braille Bills

If you have difficulty reading our bills, literature, making a complaint or communicating with us over the phone, we can make life a little easier by

communicating with you in the manner you prefer. We can communicate using enlarged print or in Braille format and these services are free of charge. We are happy to deal with any issue by email or by post. We can also arrange for a member of our Customer Service team to telephone you to talk you through anything you need.

Quarterly reading of your meter

If you find it difficult to read your electricity meter, we can read it for you every quarter and notify you of the reading. Please contact our dedicated careline team to arrange this, contact details are listed below.

Special Control Taps or Adaptors

We have special control taps and adaptors for customers who have problems using their electricity appliances. Simply let us know what difficulties you are having and we can advise you what special controls and adaptors are available. If the special control and adaptor that you are requesting is not available we can provide you details of where to purchase other items that assist with daily living and household tasks.

Nominee Scheme

If someone else looks after your finances, or you have difficulty reading your bills, with their agreement we can arrange to send your electricity bills to your nominated person. You can also provide us with the name and number of a relative or a close friend who we could contact if there are any problems.

Sign up assurance

We always carry ID.

We advise you never to open the door or allow a stranger into your house unless you're happy to do so and you're sure they are who they say they are.

All SSE Airtricity representatives carry photo identification and wear branded SSE Airtricity clothing.

Anybody who calls to your door from SSE Airtricity will always introduce themselves and present their identification.

The identification badge contains the SSE Airtricity representatives name and photograph, an issue and expiry date and a free phone number 0800 0155 170 which you can call to verify their identity.

Network Identification

NIE Networks must, under its licence obligations, ensure all of its representatives carry identification.

If you would like to arrange a password for meter readers calling to your home, please contact us using the details below and we can forward your password to NIE Networks. Their meter reader will then use this when they visit you. You may also call 0345 764 3643 if you would like to validate the NIE Networks caller.

Contact us:

If you wish to be added to the SSE Airtricity Critical or Customer Care register this can be done during the sign up process or by contacting us using one of the following methods:

Phone Number:

0345 601 9093

Opening Hours:

We are open Monday to Friday from 8:00 am to 8:00 pm.
Calls will be charged at local rates from any landline in Northern Ireland, calls made from mobile phones will cost more.

Email:

You can send an email to our dedicated careline team on
carelineteam@sseairtricity.com

Online:

You can contact us by visiting the My SSE Airtricity section of our website
www.sseairtricity.com

Post:

You can contact us by post:

Customer Service
SSE Airtricity Supply (NI) Ltd
3rd Floor Millennium House, 17-25 Great Victoria Street,
Belfast, Northern Ireland, BT2 7AQ.

Fax

You also have the option to contact us by fax 0890 43 7750.

Disconnection

Please note: SSE Airtricity will not, in any month from October to March cut off the supply of electricity to a Critical or Customer Care registered customer (where the customer is of pensionable age, disabled, chronically sick and lives alone or only with other persons who are of pensionable age, disabled or chronically sick or under the age of 18) who has not paid their bill.

In addition we will also take all reasonable steps to avoid cutting off the supply of electricity during this period to a Household where the occupants include a person who is of pensionable age, disabled or chronically sick and has not paid the charges.

We will take all reasonable steps to ascertain before exercising any right to cut off the supply of electricity to Domestic Premises whether the Domestic Premises falls within the scope of the above requirements.

Energy Advice

If you would like independent advice on the efficient use of energy you can contact Bryson Energy.

Bryson Energy:

Freephone 0800 1422 865

Email: advice@brysonenergy.org

Website: www.brysonenergy.org

Bryson Energy offers free comprehensive advice and support on how to save energy in the home.

Other formats of this guide

If you require Braille, large print or audio format, please contact us on 0345 601 9093.

Contact Details for Other Organisations

Age NI (formerly Age Concern & Help the Aged)

3 Lower Crescent
Belfast
BT7 1NR

Advice Line 0808 808 7575
www.ageuk.org.uk/northern-ireland

Age NI is the charity combining Age Concern NI and Help the Aged in Northern Ireland. Age NI provides advice and advocacy and delivers care services with the aim of improving the quality of later life for everyone.

The Carbon Trust Loan Scheme

Unit 3, The Innovation Centre
Northern Ireland Science Park
Queen's Road
Belfast
BT3 9DT
Northern Ireland

Telephone 028 9073 4394
www.carbontrust.co.uk

Carbon Trust is a not-for-profit company providing specialist support to help business and the public sector boost business returns by cutting carbon emissions, saving energy and commercialising low carbon technologies.

Citizens Advice Bureau

Citizens Advice Regional Office
46 Donegall Pass
Belfast
BT7 1BS

Telephone 028 9023 1120
www.citizensadvice.co.uk

Citizens Advice is the largest advice charity in Northern Ireland, working against poverty and provides a free of charge information and advice service to the general public.

Consumer Council for Northern Ireland

Seatem House
28 - 32 Alfred St
Belfast
BT2 8EN

Telephone 0800 121 6022
www.consumercouncil.org.uk
The Consumer Council is an independent consumer organisation which represents transport, water and energy consumers. The Consumer Council's aim is to give consumers a voice by running information and education campaigns, undertaking research and producing publications.

Disability Action

Portside Business Park
189 Airport Road West
Belfast
BT3 9ED

Telephone 028 9029 7880
Textphone 028 9029 7882
www.disabilityaction.org

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

Bryson Energy

Freephone 0800 1422 865
Email advice@brysonenergy.org
www.brysonenergy.org

Bryson Energy offers free comprehensive advice and support on how to save energy in the home.

Northern Ireland Housing Executive

The Housing Centre
2 Adelaide Street
Belfast
BT2 8PB

General Enquiries 0344 892 0900

www.nihe.gov.uk

Northern Ireland Housing Executive is Northern Ireland's strategic housing authority, offering a range of services to people living in socially rented, privately rented and owner occupied accommodation.

Utility Regulator

Queens House
14 Queen Street
Belfast
BT1 6ED

Telephone 028 9031 1575

www.uregni.gov.uk

The Utility Regulator is an independent non-ministerial government department set up to ensure the effective regulation of the electricity, gas and water and sewerage industries in Northern Ireland.

