



SSE Airtricity ElectricitySupply (NI) Limited
Code of Practice
on the Provision of Services for
Persons Who are of Pensionable Age,
Disabled or Chronically Sick

This Code of Practice outlines the services made available for customers who are of pensionable age, disabled or chronically sick.

October 2020





At SSE Airtricity we are committed to meeting the needs of our customers, especially those with individual needs. Our Customer Care and Medical Customer Care Register are designed to provide you with a range of additional services appropriate to your individual circumstance.

Customer Care and Medical Customer Care Register

You can register for Customer Care if you're of pensionable age, disabled (including those who are deaf, hearing impaired, blind or partially sighted), or chronically sick.

You can register for Medical Customer Care if you, or anyone at home are dependent on electrical equipment that is vital to your health. Please see the list below.

- Oxygen concentrator
- Personal Suction Machine
- Home Dialysis
- Peg Tube Feeding Pump

- Electric Hoist
- Electric Chair Lift
- Medication Infusion Systems
- Total Parenteral Nutrition Machine
- Ventilator
- Nebuliser
- Electrical Mattress/Bed
- Electric Pressure Stair Lift
- Vital Medicine Requiring Refrigeration
- Multiple Sclerosis
- Patient Vital Signs Monitoring Systems

As an SSE Airtricity customer we'll remind you at least once a year of the existence of these registers and what you need to do if you'd like to be included on any of them, so that if your circumstances change, we have you covered.

Once registered, we will send your details to the network operator (NIE Networks) to include you on the industry register. This register is completely confidential except for information we share with third parties in accordance with our Privacy Notice, so we can provide you with the services offered as part of the scheme. A copy of our Privacy Notice is available on our website at sseairtricity.com or can be provided free of charge upon request. From time to time we may contact you to request information to keep the register up to date.

Here are some of the services that might be available to you, free of charge.

If you are on the Medical Customer Care Register

Interruption

In the event of an unplanned interruption to your electricity supply, NIE Networks will provide you with regular updates throughout the interruption to keep you up to date, so you can make alternative arrangements, if required.

In the event of a planned interruption to your electricity supply, NIE Networks will aim to let you know about the interruption at least three days before. This will include the expected duration of the interruption so you can make alternative arrangements, if required.

If you are on the Customer Care Register

If you're on our Customer Care Register, we will, where reasonable, practicable and appropriate, provide the below services free of charge.

Alternative Format Communications

We want to make sure everyone can access the products and services we offer. If you are blind, partially sighted, deaf or hearing impaired, we can provide communications in alternative formats including Braille and Large Print. This will include, as a minimum, our Terms and Conditions, Codes of Practice, Complaints

Procedure, and Billing information. We can also arrange for a member of our Customer Service Team to get in touch with you by phone to talk you through your bill.

Special Control Taps or Adaptors

We've special control taps and adaptors for customers who have problems using their electricity appliances. Simply let us know what difficulties you're having, and we can advise what we have available. We'll provide advice on the use of electrical appliances, where appropriate.

Nominated Contact

If someone else looks after your finances, or you have difficulty reading your bills, we can arrange to send your bills to your nominated person, with their agreement, in addition to a copy of the bill sent to you if requested.

Quarterly Meter Reading

NIE Networks are responsible for reading your meter. If you can not read your meter, we can arrange for it to be read for you every quarter and notify you of the reading.

Password Scheme

While all our employees and those of NIE Networks carry identification, we can arrange for NIE Networks meter readers and SSE Airtricity staff to use a password during home visits which we'll agree with you in advance.

Meter Movement

If you find it difficult to access your meter, please contact us and we'll arrange for NIE Networks to discuss the possibility of moving your meter.

Disconnections

We'll never disconnect the supply of a customer on our Customer Care Register in any month from 1st October to 31st March where all occupants of the household are either of pensionable age, disabled, chronically sick or under the age of 18, where the customer hasn't paid their bill.

We'll also take all reasonable steps to avoid disconnecting the supply to a household during this period, where the occupants include a person who is of pensionable age, disabled or chronically sick and the customer hasn't paid their bill.

Get in Touch

To sign up for the SSE Airtricity Medical Customer Care Register, Customer Care Register and any of our services, or if you have an enquiry or complaint about our service, get in touch with our Customer Service Team by:



Phone: **0345 601 9093**

Monday to Friday from 8am to 8pm (calls charged at local rate)



Email: **irelandcarelineteam@sse.com**

Our dedicated Careline Team will aim to respond to your email within one working day



Webchat: **www.sseairtricity.com**

Monday to Friday 8am to 8pm and Weekends 10am to 6pm



Post: SSE Airtricity Energy Supply (NI) Limited, 3rd Floor Millennium House, 25 Great Victoria Street, Belfast, BT2 7AQ

Useful Contacts

We have Useful Contact information, which you may find helpful, available on our website or by getting in touch with our Customer Service Team.