



BE energy

Code of Practice

On

**Provision of Services for
Vulnerable Customers**

CODE OF PRACTICE ON PROVISION OF SERVICES FOR VULNERABLE CUSTOMERS

BE Energy recognises that our customers will have different lifestyles, budgets, needs and they will face different challenges. BE Energy is committed to caring for our customers, which is why we offer extra support to our customers who need extra help.

The relevant legislation (S.I. No. 463/2011) defines vulnerable customers as:

- a) 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

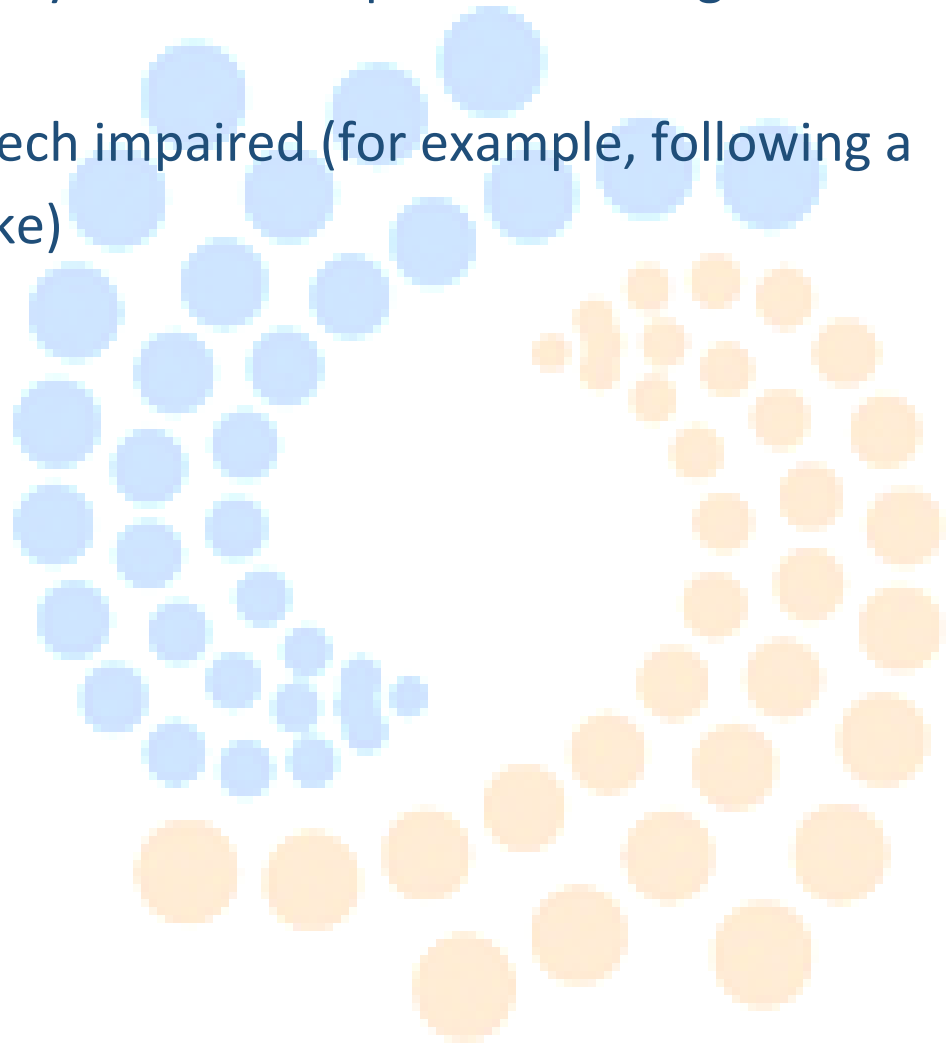
- b) Particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory or mental health.

This Code of Practice covers our commitments to providing extra services to those customers who are vulnerable as defined above.

This includes customers who are or have:

- Blind or visually impaired
- Chronically sick
- Deaf or hard of hearing
- Dexterity impaired
- Language difficulty
- Learning disability

- Mental health disorder
- Mobility or physically disabled
- Elderly i.e. of state pensionable age
- Speech impaired (for example, following a stroke)



REGISTERING AS A CUSTOMER WITH SPECIAL NEEDS

If you are a vulnerable customer you must register with us on our Special Services Register. This allows us to make sure you are receiving any of the relevant special services we provide to customers who are vulnerable.

Please see below for further details on the Special Services Register.

BE Energy will endeavour to ensure any of our vulnerable customers get registered on our Special Services Register and we have trained our staff to deal empathetically with our customers to encourage self-identification. Our staff are also trained to help customer self-identify as customers that may be eligible for the Register.

We shall also contact customers at least once every year to let them know of the existence of

the Register and provide them with details on how to register. Contact will be through multiple channels including by phone, in writing or email etc.

Registration can be done during the switching or sign-up process by filling out the Special Services/Needs section on the sign-up registration form or by contacting us at any time by the following methods to receive the standard application forms:

- **Phone: Freephone 1800 817 383**

We are open Monday to Friday from 8am - 8pm and 11am – 3pm on Saturdays

- **By email:** You can send an email to:
info@beenergy.ie
- **By post:** You can contact us by post at:

Customer Service Team

BE ENERGY

UNIT E

Site 1

Swords Business Park

Swords

Co. Dublin

- **Our Website: www.beenergy.ie**

Please note the completed forms must be returned to BE Energy at the above contact details.

You can also contact us through the above methods to request free advice and information on the services available from BE Energy for vulnerable customers.

Please be assured that your details will be kept private and only relevant staff will have access to these details internally with BE Energy.

BE Energy will also, in line with relevant data protection provisions, retain your relevant details and your vulnerable status to be held in the central database held by the Meter Registration System Operator. All of the above data collection will be in line with relevant Data Protection requirements.

SPECIAL SERVICES REGISTER

The Special Services Register is for customers who have a visual impairment, have hearing/speech difficulties, mobility issues, or are elderly. To sign up for the Special Services Register the relevant form may be filled out at sign up or requested from BE Energy through any of the means listed above and must be returned to BE Energy as your electricity supplier. The details filled out on this form will be forwarded onto ESB Networks to be included in the Industry Register.

SERVICES AVAILABLE WITH THE SPECIAL SERVICES REGISTER

DISCONNECTION

We will not knowingly disconnect the energy supply of a customer on our Special Services Register between 1 November and 31 March the following year. If you are of pensionable age, disabled or living with a chronic illness and are having problems paying your bills, let us know so that your supply is not disconnected and we can find a suitable repayment arrangement for you.

NOMINATION SERVICE

If you are signed up to our Special Services Register you can nominate a person such as a carer, relative or friend to deal with their account with us on their behalf. BE Energy can send all correspondence and bills to the nominated person and they can contact us on your behalf

and equally we can contact them if we need to make contact with you. We can also still send a copy of the bill to you if requested.

We need your permission for this and an agreement of the nominated person to do this. If you wish to use this service please you to send your permission and the nominated person's agreement to us through one of the contact methods listed above or fill out the appropriate section of the Special Services Register Registration Form.

SPECIAL CONTROLS

If you have a disability our team can provide, where reasonably practicable and appropriate, for no cost special controls and adaptors (such as Braille Knobs, Handi-plugs etc) for electrical appliances and meters.

If your meter is in a place that makes it difficult to read, please let us know and we can arrange with

ESB Networks for it to be moved, if safe and practicable to do so. Also, if you have a dial meter that you find difficult to read, we will arrange to replace it with an easy to read digital meter, if safe and practical to do so. BE Energy will contact ESB Networks on your behalf to request these changes. Please be aware that there may be charges associated with a meter replacement or relocation that you may be liable for.

ALTERNATIVE FORMATS OF COMMUNICATION FOR CUSTOMERS WHO ARE BLIND OR PARTIALLY SIGHTED OR DEAF OR HEARING IMPAIRED

We provide alternative accessible versions of terms and conditions, billing information, Codes of Practice, complaints procedures, customer charter, tariff information or communication and/or any personal communication from BE Energy to you.

For blind, visually impaired and or partially sighted customers who need details of their charges and meter readings from their bills they can do so by calling a member of our Customer Service Team who will be happy to read out these details over the phone.

For Deaf/Partially or Hearing Impaired Customers we can communicate with you via email or text (you can choose your preferred method when you sign up with us).

BE Energy will make available all bills and information provided to assist customers by post and in addition to this all of our bills and publications will also be available online in Portable Document Format (PDF). PDF document format allows blind, visually impaired and partially sighted customers the facility to increase the size of the document without reducing the quality of the print on bills and includes zoom features. BE

Energy documentation will also be provided upon request in Braille.

If you wish to make an enquiry or complaint about any bill or statement please use any of the above contact methods or:

- **By text:** This service can be set up when you sign up with us.

SPECIAL IDENTIFICATION AND PASSWORD SCHEME

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 BE Energy representatives carry photo identification and wear branded BE Energy clothing.

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

The identification badge contains the BE Energy representative's name and photograph, an issue and expiry date and a freephone number **1800 817 383** which you can call to verify their identity.

All BE Energy customers can avail of a password and nomination scheme. This will be set up when you first switch to BE Energy. The customer service representative will ask you as part of the switch over to confirm a password to be used when making contact with BE Energy.

In addition customers can nominate up to two people to have sufficient authority to discuss their account. These people will also receive bills in respect of the supply of electricity for your account by prior agreement.

SPECIAL SERVICES REGISTER AND CRITICAL CARE CUSTOMERS

The Special Services Register and associated services is for those customers that use life support equipment. These customers are referred to as Critical Care Customers.

These services apply if any of the following equipment is in use in your home:

- OC – Oxygen Concentrator
- SP – Suction Pump
- HD – Home Dialysis
- NP – Peg Tube Feeding Pump
- EH – Electric Hoist
- CL – Electric Chair Lift
- PN – Total Parental Nutrition Machine

- VT – Ventilator
- NB – Nebuliser
- EM – Electric Mattress/Bed
- SL – Electric Pressure Stair Lift
- MS – Multiple Sclerosis
- FR – Vital Medicine Requiring Refrigeration

To sign up for the Special Services Register the relevant form may be requested from BE Energy through any of the means listed above and must be returned to BE Energy as your electricity supplier. The details filled out on this form will be forwarded onto ESB Networks to be included in the Industry Register.

SERVICES AVAILABLE WITH THE SPECIAL SERVICES REGISTER

BE Energy will never knowingly disconnect the energy supply of a customer who is dependent on any of the above equipment and registered on the Special Services Register.

We also encourage Critical Care Customers to provide details of a carer, relative or friend as part of the Special Services Register Registration Form.

Being listed on the Special Services Register will enable ESB Networks to identify you as a customer who will be particularly vulnerable to an interruption to your electricity supply.

If ESB Networks are unable to contact you directly, they will contact the person you have nominated as a contact on the Special Services Register Registration Form. If you wish to do so, please contact us using any of the methods listed

above or complete our Special Services Register Application Form to be included on the register.

If your electricity goes off or you have problems with the quality of your electricity supply and are signed up to the Special Services Register you should contact ESB Networks on **1850 372 999** and you will receive priority being answered by the next available Customer Services Advisor.

POWER CUTS

Registration on the Special Services Register will ensure you are given additional information by ESB Networks where there is serious damage to the electricity networks resulting in widespread faults.

In extreme situations such as storms ESB Networks will also provide you with relevant information via SMS text or landline phone call if

you have provided a current contact phone number.

For planned interruptions ESB Networks will contact you at least three days before a planned interruption to your supply by post or SMS text. This will help you make an informed decision as to whether alternative arrangements will be required.

HOW WE CAN HELP AND SERVICES AVAILABLE TO CUSTOMERS WHO ARE VULNERABLE

Our trained staff will be available to provide you with help and assistance and to answer any questions you may have relating to your bill/s, payment/s or your account. You can contact our staff for this help through the contact details on page 1.

USEFUL INFORMATION AND CONTACT DETAILS

ESB Networks

Bord Soláthair an Leictreachais

**By phone: 1850 372 757 (General Enquiries
8:30am to 6:00pm Mon – Fri, 8:30am – 1:30
Saturday) or 1850 372 999 (24/7 Emergency
Service)**

By email: esbnetworks@esb.ie

By post: Customer Relations

**ESB Networks
Sarsfield Road
Wilton
Cork**