



BEenergy

Switching Ireland On

**SPECIAL SERVICES REGISTER
APPLICATION FORM**



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SPECIAL SERVICES REGISTER

This 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, this form may be filled out at sign up or requested from BE Energy by contacting our Customer Service team on freephone 1800 817 383, or by emailing us at info@beenergy.ie. 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 specific 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 (24 hour/365 days a year) 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 listed above.

APPLICATION FORM

Named Account Holder BLOCK CAPITALS PLEASE

Name.....

Address

Line 1

Line 2

Eire Code.....

Date of Birth.....

Contact number:

Mobile number:

Minicom Number:

Email address

MPRN number

Registration Category: (Please Tick)

- Deaf or hard of hearing:
- Blind or Partially sighted:
- Elderly (Aged 66 or over, living alone or with other persons over 66 or with minors):
- Mobility Impaired:
- Other:

Alternative Contact Person and Address:

Contact Number:

In filling this form you agree to share the information in Part A of the form with the Electricity Network Operator. This allows the Electricity Network Operator to provide you with additional services to suit your customer category.

Supplier Services:

- Accessible versions of Terms and Conditions, Billing Information, Codes of Practice, Complaints procedures, Customer Charter, Tariff Information or Communication and/or any personal communication.
- For blind, visually impaired 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.

Signature:

Date:.....

Please note you may be asked for proof of status.

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.



RETURN ADDRESS FOR FORM

POST:

**BE ENERGY
PO BOX 42
LIFFORD
DONEGAL**

Email: info@beenergy.ie

Call: 1800 817 383

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.

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