



# BEenergy

Switching Ireland On

**PRIORITY SUPPORT REGISTER  
APPLICATION FORM**



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# PRIORITY SUPPORT REGISTER

At BE Energy we are aware that some of our customers may have special requirements where the continuity of their energy supply is of vital importance. If you depend on any electrical medical equipment then please complete a Priority Support Registration form - this can be requested on sign up, or at any stage by contacting our Customer Service Team on Freephone 1800 817 383, or by emailing us at [info@beenergy.ie](mailto:info@beenergy.ie). The details filled out on this form will be forwarded onto ESB Networks to be included in the Industry Register

## WHAT ARE PRIORITY CUSTOMERS

A priority customer is someone who is dependent on electrical equipment when it is vital for their health. In this case it is extremely important that you register with us and provide us with details of your special needs.

## WHY SHOULD I REGISTER AS A PRIORITY CUSTOMER?

BE Energy maintains a confidential priority support register for residential customers who are reliant on home medical equipment. If you, or someone living in your household, is dependent on electrical equipment that is vital to your or their health, we would urge you to register with us. Details of customers who register with us will be sent to ESB Networks for inclusion on the industry register. This will enable ESB Networks to identify those customers who are particularly vulnerable to an electricity supply interruption. If you wish to avail of any of the services listed, please complete and return the Priority support register application form which can be found in our Code of Practice section.

## WHAT EQUIPMENT QUALIFIES ME AS A PRIORITY CUSTOMER?

You qualify if you use the following medical equipment in your home;

### LIFE SUPPORT EQUIPMENT;

- Home dialysis
- Oxygen concentrator
- Peg tube feeding pump
- Personal suction machine
- Total parental nutrition machine
- Ventilator

### NON LIFE SUPPORT EQUIPMENT;

- Electric hoist
- Electric pressure relieving mattress
- Household lift
- Nebuliser

## WHAT SERVICES ARE AVAILABLE TO ME ON THE PRIORITY SUPPORT REGISTER?

The following services are available to you as a priority customer.

### Disconnection of supply only at your request

BE Energy will only request a disconnection of your supply if you request a disconnection.

### Notice of a planned interruption to supply

If ESB Networks need to interrupt your electricity supply for safety or maintenance reasons, it is their policy to inform you in advance, by postcard, of the date and likely duration of the planned interruption. If you require further information about the duration of the planned interruption, please call ESB Networks on 1850 372 999. In the event of a planned interruption of your electricity supply, we advise you to make alternative arrangements to maintain your wellbeing.

### Help if there is an unplanned interruption of supply

If the electricity supply to your home is disrupted unexpectedly, please call ESB Networks on 1850 372 999 (24 hours a day/365 days a year).

# APPLICATION FORM

**Named Account Holder** BLOCK CAPITALS PLEASE

Name.....

Address.....

Line 1 .....

Line 2 .....

Eirecode.....

Date of Birth.....

Contact number:

Mobile number:

Minicom Number:

Email address .....

MPRN number

Alternative Contact Person and Address:

.....  
.....  
.....

Contact Number:

**Equipment Details: (Please Tick)**

- Oxygen Concentrator
- Personal Suction Pump
- Home Dialysis
- Peg Tube Feeding Pump
- Electric Hoist
- Total Parental Nutrition Machine
- Ventilator
- Nebuliser
- Electronic Pressure Relieving Mattress
- Household Lift
- Other



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# 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.

In filling this form, you agree to share this information with the Electricity Network Operator. This allows the Electricity Network Operator to provide you with additional services.

Signature:.....

Date: .....

Please note you may be asked to provide evidence of your use of this equipment from your doctor