

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

## Customer care

Our Promise:

Our confidential Customer Care Register makes us aware of your individual needs. If you register with us you can benefit from any of our services listed overleaf.

[www.powerni.co.uk](http://www.powerni.co.uk)



## Customers with Individual Needs

We care about all our customers but are particularly concerned about those who are of pensionable age, disabled or chronically sick. We have a range of free services available, with our confidential Customer Care Register. You may wish to join and benefit from some of the services offered. We promote our Care Register annually on bills and at community talks. Requests for copies of the Code of Practice are also free of charge.

### Doorstep Service

If you have a hearing difficulty we will knock the door louder and speak clearly when we call to read your meter. If you have a mobility problem we will allow more time for you to answer the door. A meter reader will call each quarter to read your meter, which we will use to bill you.

### Password Scheme

If you are worried about bogus callers, you can give us a password to use each time we call. This will give you extra protection and may be useful if you are partially sighted or blind. Please choose a password you will remember easily, for example the name of a pet. All Power NI staff, and agents acting on our behalf, will carry valid ID. If we call at your premises our staff will always introduce themselves and present their identification. If you are unsure you can contact us on 03457 455 455 and we can check the caller is genuine.

### Services for customers who are hard of hearing or deaf

- If you have any queries on bills, payments or moving house please contact us by e-mail at [home@powerni.co.uk](mailto:home@powerni.co.uk)
- Alternatively, you can provide us with details of a relative or carer who can then contact us on your behalf.

### Carers Contact Service

If someone helps you to manage your bills, subject to their agreement, we can post the bills directly to them. We can also contact them if we need to reach you at any time.

### Alternative formats of communication

Customers can request the following free alternative formats of communication by contacting the **Customer Helpline** on **03457 455 455**. Lines are open Monday to Friday 9am-5pm.

**Braille Bill** - If you are blind, we can send you a copy of your bill and all other correspondence in Braille

**Talking Bill** - If you are blind or partially sighted, we can phone you with details of your bill. You will get the opportunity to ask any questions you may have.

**Large Print Bill** - If you have a sight difficulty, we can send a copy of your bill and all other correspondence in large print.

### Meter Reading

NIE Networks are responsible for reading your electricity meter. This will be completed on a quarterly basis in line with NIEN's Meter Reading Schedule. If a reading is obtained, this will be indicated on your quarterly bill. In circumstances, where reasonably practical and appropriate, customers can get in contact with Power NI to arrange an additional meter reading visit from NIE Networks and we will inform you of the meter reading.

### Special Advice

Our knowledgeable staff can provide you with information regarding all the services above. There are certain controls and adaptors available for electricity appliances to make it easier for customers who have special requirements, for further information please contact us. We can also offer advice to help you reduce bills by using electricity more efficiently. More information is available in our 'Efficient Use of Electricity' Code of Practice.

We will try our best to resolve any concerns you may have by phone. If we can't, we will arrange a visit to your home. To take advantage of any of these services, please complete and return the attached form.

### Making a Complaint

If you are unhappy with any aspect of our service and wish to make a complaint, we want to hear from you. We have a range of contact methods to facilitate customers with individual needs.

### Disconnection of electricity supply

We assure you that we will take all reasonable steps to agree a suitable payment arrangement to prevent us ever having to disconnect a domestic customer's electricity supply for non payment.

If this is not possible and we are aware that a customer is of pensionable age, is chronically sick, disabled or under the age of 18 resides in the property, we will not disconnect the supply during the months of October to March inclusive.

If you register for the **Doorstep Service** or **Password Scheme** we will pass the information we collect securely to NIE Networks, who is responsible for meter reading services. NIEN's privacy policy is available on their website [www.nienetworks.co.uk](http://www.nienetworks.co.uk)

**For information on the following services please contact  
Northern Ireland Electricity Networks on 03457 643 643**

**Critical Care** - An information service for customers with life supporting equipment

**Meter Services** - If you wish to request a change or relocation of a meter

Please complete and return this form. (Tear along the dotted line, fold the page in half and seal the edges). **Our address is on the back and no stamp is needed.**

Name: \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_ D.O.B \_\_\_\_\_

Home Tel.No.: \_\_\_\_\_ Work Tel. No.: \_\_\_\_\_

email: \_\_\_\_\_

Account Number: \_\_\_\_\_

### Doorstep Service

Please indicate your special requirements. (Please tick)

Hearing

Talking Bill

Mobility

Large Print Bill

Speech

Braille Bill

Sight

Please give details on your particular requirements: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are there any senior citizens at home? Yes

No

### Password Scheme

I would like my Password to be  
(No more than 8 letters)

### Carer's Contact Service

Name of Carer: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Home Tel.No.: \_\_\_\_\_ Work Tel. No.: \_\_\_\_\_

email: \_\_\_\_\_

If you have any difficulties filling in this form please contact our

Customer Helpline **03457 455 455** Mon-Fri 9am-5pm. Calls recorded for quality assurance.

BUSINESS REPLY SERVICE  
Licence No BEL 3746

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