

# Our services for those who need additional help

Code of practice on provision of services for vulnerable customers





**bright**

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Do you need additional help accessing our services? At bright we value all our customers and we want to offer you our very best customer service. We recognise that some customers may require additional assistance and all our energy specialists are trained on the services and assistance we can offer. This document sets out our commitments to providing additional services and applies to household customers.

### What does vulnerable customer mean?

A vulnerable customer is defined as a person who is:

- ❖ Critically dependant on electrically powered equipment, which includes, but is not limited to, life protecting devices, assistive technologies to support independent living and medical equipment;
- ❖ Particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health.

If this definition applies to you, you can register with us on our customer service registers to make sure that we provide you with additional help where required. Details on how to register are below.

### What bright can offer

#### Our customer services registers

We maintain a Priority Services Register and a Special Services Register so we can identify our customers who require or would benefit from additional services.

Our Priority Services Register is for those customers who are critically dependent on electrically powered home medical equipment such as an oxygen concentrator, suction pump, stair lift, home dialysis etc. We will inform ESB Networks that you have essential medical equipment that relies on electricity. ESB Networks will include your details on an industry register to ensure that you're notified in advance of any planned interruption to your electricity supply and if there is an unexpected power cut, they will prioritise your reconnection.

Our Special Services Register is for those household customers who;

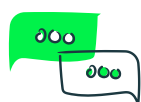
- ❖ Are of pensionable age (66 years or above), living alone, with another vulnerable person or with minors;
- ❖ Have a physical, sensory, intellectual or mental health disability.

We set out below the services you can benefit from if you are registered on our customer service registers. We will not disconnect any property with a vulnerable occupant through the winter months for reason or non payment.

At least once a year we will let you know about these registers and how to be included on them. The registers require details about age and disability so that we can make sure, where possible, we address your individual needs and give you our best possible customer service.

We have a registration process which you can access online or by contacting our energy specialists on 01 588 1777. In some instances we may require you to provide details of your eligibility to register, such as medical documentation or personal identification. If you indicate to us that you would like to be added to either register, we will monitor completion of your registration and follow up with you where we need to ensure that you provide the required information.

Where required we will share these details with ESB Networks for inclusion on the industry register in line with data protection requirements.



## Communications

If you have difficulty reading our bills or literature, making a complaint or communicating with us over the phone we are happy to communicate in a manner you prefer such as:

- ✦ Email – for deaf or hearing-impaired customers, or those with speech difficulties;
- ✦ Braille Bills – we are happy to provide braille bills;
- ✦ Talking Bills Service – one of our energy specialists can give you a call to chat through your bill with you;
- ✦ Large print – we can provide our communications to you in large print format these include:
  - Our terms and conditions;
  - Our customer charter;
  - Our customer codes of practice;
  - Tariff information;
  - Your bills and statements;
  - Outage notification;
  - Any letter informing you of a change in services or tariff;
  - Leaflets required by Commission for Regulation of Utilities (CRU);
  - Personalised customer communications as approved by CRU.



## Nominee service

You can provide us with the name and number of a relative, carer or friend who we can contact about your account on your behalf. We can send the nominated person copies of any correspondence that is sent to you including bills. However, we will need your permission and the permission of the nominated person to do this.



## Struggling to pay your bill?

We will ensure that you are always on our best value tariff for your payment type. However, we know that sometimes circumstances arise where it can be difficult to pay your bills. If you are having difficulty paying your bill, please get in touch with us on 01 588 1777. The sooner you contact us the sooner we can help. We will work with you to find a solution that suits your needs.

We will not disconnect the supply of electricity in the winter months to a household property where the customer or an occupant of the property is a vulnerable customer, except for safety reasons or by customer request. For those customers on the Priority Services Register we will not disconnect or de-energise your property at any time for reasons of non-payment.



## Password scheme

You can set up a password which our representatives will use when contacting you so you can always be sure they are who they say they are.



## Pay as you go meters

Pay As You Go Meters are not suitable for customers on the Priority Services Register who rely on life saving electronic equipment as your supply can be interrupted. Pay As You Go meters may not be suitable for customers with special requirements as they require interaction that some customers may find difficult. If you have or request a Pay As You Go Meter we will engage with you to ensure that this is the most suitable meter for you.

If you are using a Pay As You Go meter and feel it is no longer suitable due to your needs we will arrange to exchange it free of charge. There will be no penalty fees for terminating a contract where the meter is no longer suitable for use due to vulnerability.

You can request a copy of this code, or any of our codes free of charge, or in an accessible format.

## Need help? Get in touch!



**Call us**  
01 588 1777



**Email**  
hello@brightenergy.com



**Web Chat**  
www.brightenergy.com



**Write to us**  
3 Custom House Plaza, IFSC, Dublin  
D01 VY76