

The admin stuff...





Code of Practice

on Provision of Services for persons
who are of Pensionable Age or
Disabled or Chronically Sick



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

- ⇒ This free simple guide will help you understand our commitment to customers who are of pensionable age, disabled or chronically sick.

You can find out more on our website www.clickenergyni.com or contact us on our Freephone number **0800 1 070 732**.

- ⇒ **Registering as a Customer with Special Needs**
ClickEnergy offer a range of special services to customers with special needs. These services are aimed at making their experience with ClickEnergy clear and transparent and to ensure that they know exactly what is happening with their energy supplier. ClickEnergy customers with special needs should call and inform us to allow us to register them and ensure that we communicate with them in a manner that is appropriate to their needs. This can be done any time such as at:
 - ⇒ Customer registration / sign-up stage
 - ⇒ During your switchover phone-call call (for keypad customers)
 - ⇒ Anytime once you are a Click Energy customer i.e. by
 - Phone **0800 1 070 732**
 - Email **chat@clickenergyni.com**
 - **Online** – You can contact us by visiting your Click Account section of our website www.clickenergyni.com or by using our Live Chat functionality
 - **Post** – Customer Service Team, ClickEnergy,



Timberquay, 100-114 Strand Road, Derry,
BT48 7NR

ClickEnergy will maintain a critical care register and will continually promote and remind customers of the register. For example:

- ⇒ As a note on their statements monthly or for keypad customers on an annual basis
- ⇒ On their online account log in a message will appear to remind them they can register if their circumstances change

ClickEnergy will continually promote the register with other organisations (such as but not exclusive to advice giving agencies) during meetings, conferences and any other relevant events/activities.

As with all your account information and as per our terms and conditions the information will be kept confidential.

⇒ **Click Special Needs Services**

Click Customers who have registered with special needs can avail of the following services free of charge:

- **Nominated Carer** – with agreement from your nominated carer we will send them copies of all correspondence that is sent to you. We will also contact them if we need to reach you.
- **Password Scheme** – If you are worried about bogus callers you can give us a password to use each time we call.
- **Enlarged Statements/Bills and Braille Statements/Bills** – if you have difficulty reading



our bills, literature, making a complaint or communicating with us over the phone we are happy to communicate in a manner you prefer e.g.

- ⇒ **PDF Documents** – these will allow you to enlarge the contents without distorting or reducing the quality
 - ⇒ **Email** for deaf or partially deaf customers
 - ⇒ **Telephone** – we can arrange for a customer service team member to give you a call to chat through anything you need.
 - ⇒ **Braille Bills** – we will have your bill prepared in Braille.
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- **Meter Reads** – if your meter is in a place that makes it difficult to read please let us know and we can arrange for it to be moved, free of charge, if possible. Your meter should be read at least once a quarter by NIE Networks. If you cannot read your meter we will arrange for a meter reading and inform you of the meter reading. Alternatively if the meter needs to be moved to a more accessible location we will arrange this free of charge.

 - **Enquires/Complaints/Advice on Electricity** – The Click Energy Customer Service team are trained to help support customers with special needs on their electricity enquiries and requirements. The team can also inform customers on the services provided by ClickEnergy. This can be provided free of charge in a format appropriate for the customer. Please see our section on alternative formats of communication.



➔ **NIE Networks Critical Care Register**

NIE Networks owns and maintains a critical care register for all electricity customers. ClickEnergy is responsible for ensuring that NIE Networks are aware of its customers with any of the following equipment 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

Please call us and let us know if anybody in your home depends on electrical equipment that is vital for their health. This can be done during the sign up process or by contacting us as mentioned earlier.

We will ensure these details are sent (in line with ClickEnergy's responsibilities under the Data Protection Act) to NIE Networks for inclusion on their critical care register when you register with ClickEnergy and if you have a change in circumstances, (we will also include carer details if this has been provided). NIE Networks are responsible for maintaining the electricity network



and this information will enable them to identify customers who are particularly vulnerable during a power cut or a planned interruption.

⇒ **Power Cuts**

Registration as a critical care customer will ensure you are given priority during a power cut. NIE Networks will contact you with regular updates throughout the duration of the power cut. These updates will help you make an informed decision as to whether alternative arrangements will be required.

⇒ **Alternative formats of Communication**

ClickEnergy aim to be clear and transparent in all communications with customers. We will work with our customers to ensure that customers who are blind, partially sighted, deaf or partially deaf can clearly understand all communications from ClickEnergy. This will include:

- **PDF Documents** – these will allow you to enlarge the contents without distorting or reducing the quality
- **Email/Live Chat** – for deaf or partially deaf customers we will email you any documentation you request. Alternatively we can use live chat to deal in real time with your queries.
- **Telephone**

⇒ we can arrange for a customer service team member to give you a call to chat through anything you need including your terms and conditions, billing information, codes of practice and complaints procedure.

⇒ **Bill Chat Service** – if you are blind or partially sighted we will phone you and talk you through your bill.



- **Braille Bills** – we will have your bill prepared in Braille and sent to you.
- **Nominated Carer** – if there is someone who helps you manage your utility bills we can liaise with them regarding your query or if we need to contact you.

➔ **Energy Saving Advice**

ClickEnergy staff have been trained to offer advice on the use of electricity appliances. Our staff are on hand to answer any queries you may have regarding the use of electricity appliances. You can contact us via:

- Phone **0800 1 070 732**
- Email **chat@clickenergyni.com**
- **Online** – You can contact us by visiting your Click Account section of our website **www.clickenergyni.com** or by using our Live Chat functionality
- **Post** – Customer Service Team, ClickEnergy, Timberquay, 100-114 Strand Road, Derry, BT48 7NR

For further information on Energy Saving please refer to the free ClickEnergy Code of Practice on Energy Saving Advice.

➔ **Disconnection of Electricity Supply**

ClickEnergy 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.

From the 1st October to 31st March ClickEnergy



will not cut off the supply of electricity to domestic premises where the customer has not paid their bill and is:

- of pensionable age
- disabled
- chronically sick and lives alone
- or lives with other persons who are of pensionable age, disabled, chronically sick or under the age of 18.

From the 1st October to 31st March ClickEnergy will take all reasonable steps to avoid cutting off the supply of electricity to a home where the customer has not paid their bill and the occupants of the premises include a person who is of pensionable age, disabled or chronically sick.

ClickEnergy will take all reasonable steps that include

- at least 4 attempts to make contact with the customer via email, text, letter and telephone;
- checking if the customer is on ClickEnergy's Critical Care Register;
- checking the NIE Networks Critical Care Register

to ascertain before exercising any right to cut off the supply of electricity to domestic premises whether or not the premises falls within the scope of the above requirements.

⇒ **Planned Interruptions**

NIE Networks will contact you at least three days before a planned interruption to your supply. They will let you know the expected duration of the supply downtime. This will help you make an informed



decision as to whether alternative arrangements will be required.

⇒ **Special Control Taps or Adapters**

If you have difficulty using electrical appliances ClickEnergy will provide special controls/adaptors to help you. In addition if your meter needs to be repositioned we will arrange this (including prepayment meters). All of these services are offered free of charge (where reasonably practicable and appropriate).

Information on special controls or adapters can be found by contacting the Centre for Independent Living, Linden House, Beechill Business Park, 96 Beechill Road, Belfast, Antrim, BT8 7QN,

Tel: 028 9064 8546

Web: www.cilbelfast.org

⇒ **Click Additional Information**

ID Badges – All ClickEnergy staff carry photographic ID and branded ClickEnergy clothing. Any ClickEnergy staff member calling at your door will introduce themselves and present their identification.

The ClickEnergy badge will contain a photograph of the representative, their name and the Click Energy logo. It will also include a valid from date and an expiry date. The ClickEnergy Freephone number will be prominent if you wish to call us to confirm the representative's identity.

ClickEnergy have also signed up to the 'Quick Check' scheme run by the PSNI. You can call **0800 013 2290**.



They can check if the caller is genuine and inform the police straight away if they are not.

NIE Networks. NIE Networks must under its license obligations ensure all of its representatives carry identification. If you would like to verify an NIE NETWORKS caller you can call **0845 764 3643**.



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