



COFOVC1221



# Caring for our vulnerable customers

Registration forms

[electricireland.com](http://electricireland.com)

**electric  
ireland**



## Your guide to Priority Services

At Electric Ireland, we recognise that some of our customers have special requirements where continuity of energy supply is critically important. If you or a member of your household depend on electrical medical equipment (e.g. home dialysis machine, a ventilator or an oxygen concentrator), please use this form to register with us.

Electric Ireland will not request disconnection of registered Priority Service customers unless asked to do so by you or for fault/safety/maintenance reasons.

To register with us as a Priority Services customer, please complete the form included and return it to us.







## Your guide to Special Services

We also acknowledge that some of our customers have vulnerabilities due to their personal characteristics or circumstances, and may require additional support with their electricity supply. We offer a range of additional services including energy efficiency advice and alternative format bills including Braille, large print or talking bills.

If you have a mobility difficulty, please contact us on 0800 313 4926 to discuss your needs and the support available.

Electric Ireland will never request disconnection of registered Special Service customers during winter months unless asked to do so by you or for fault/ safety/maintenance reasons.

To register with us as a Special Services customer, please complete the form included and return it to us.

# Special Services - for customers particularly vulnerable due to person characteristics or circumstances.

Electric Ireland requires the below information to record the special requirements of certain customers. The data controller is the Electricity Supply Board, trading as Electric Ireland. Please refer to our Privacy Notice, available at [www.electricireland.com](http://www.electricireland.com), we can also provide a copy on request.

### Electricity Account No. (see top right of your bill)

2	1	0								
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### MPRN

8	1															
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### Name (Account Holder)

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### Name of Person to be Registered (if different from the above)

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### Address (Account Holder)


### Telephone Number

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### Email

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### Registration category (please tick)

- |                            |                          |                     |                          |
|----------------------------|--------------------------|---------------------|--------------------------|
| Mental Health              | <input type="checkbox"/> | Language Difficulty | <input type="checkbox"/> |
| Deaf or Hard of Hearing    | <input type="checkbox"/> | Speech Difficulty   | <input type="checkbox"/> |
| Blind or Partially Sighted | <input type="checkbox"/> | Learning Difficulty | <input type="checkbox"/> |
| Elderly (aged 66 or over)  | <input type="checkbox"/> | Dexterity Impaired  | <input type="checkbox"/> |
| Mobility Difficulty        | <input type="checkbox"/> |                     |                          |
| Other (please specify)     | <input type="checkbox"/> |                     |                          |

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Details of customers who register will be forwarded to Northern Ireland Electricity (NIE) for inclusion on the Industry Register. This information is confidential and please be assured that only nominated Electric Ireland and NIE Networks staff will have access to it.

Electric Ireland reserves the right to request you to provide further evidence of your entitlement to these services.

### Signature

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### Date

D	D	M	M	Y	Y
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Register for Priority Support/Special Services

Electric Ireland  
1<sup>st</sup> Floor  
1 Cromac Quay  
The Gasworks  
BT7 2JD  
Belfast  
Northern Ireland