



CODE OF PRACTICE FOR VULNERABLE CUSTOMERS

Overview

Caring for potential vulnerable customers is at the heart of essential services and everything we do here at Glowpower. Our processes and systems are set up to ensure that you are taken care of.

A vulnerable customer is defined in energy legislation as a household customer who is:

- critically dependent on electrically powered equipment, which shall include but is not limited to life protecting devices, assistive technologies to support independent living and medical equipment, or
- particularly vulnerable to disconnection during winter months for reasons of advanced age or physical, sensory, intellectual or mental health.

Glowpower's Priority Services Register

Customers who are critically dependent on life support equipment, should register with us as soon as possible so that they can be added to our priority service register.

If you are registered on our priority services register your details will be forwarded to the network operators ESB Networks Ireland. ESB Networks will include your details in the Industry Register. This enables the ESB Networks to identify those customers who are particularly vulnerable to a supply interruption.

We will add you into our priority service register, if you are using the following life support equipment:

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

Unless requested by the customer, we will not disconnect a customer for non-payment of bills if they are already registered in our Priority Service Register.



Applying for the Priority Service Register

To apply for the priority services, register please contact our call centre on 01-960-96-90 between 9.30am – 5.00pm and we will send you a registration form to fill in. Alternatively, you can download a form from our website at www.glowpower.ie.

We may request you to provide a letter from a registered medical practitioner as a support of your condition.

Glowpower's Special Services Register

At Glowpower we maintain an up to date special services register for all customers who are:

- Especially vulnerable to disconnection during winter months due to advanced age (classed as 66 years or above), or physical, sensory, intellectual or mental health. If you believe you fall under this category then we would like to ensure you are on our register..

Firstly, we understand that the continuity of your supply is paramount. We are committed to:

- Communicating regularly with our special services customers
- Working closely with our special services customers to ensure their needs are met
- Providing our special services customers the best possible service

We will make all reasonable efforts to make sure that customers registered in our Special Service Register are not disconnected during the winter months of November to March inclusive for non payment of bills.

If you are registered on our Special Services Register your details will be forwarded to the network operators ESB Networks Ireland. ESB Networks will include your details in the Industry Register. This enables the ESB Networks to identify those customers who are particularly vulnerable to a supply interruption during winter months.

Nominating a Carer/Authorised person

At your discretion you may contact us to advise of a carer, relative or friend that you may want to add to your account so that we can send communications and bills to them. This will require written or verbal consent from you. Please contact us during business hours if you would like this arranged for you.



Applying for the Special Services register

To apply for the special services register please contact our call centre on 1-960-96-90 between Mon – Fri (excluding Bank holidays and Christmas Eve) – 9.30am – 5pm and we will send you a registration form to fill in. Alternatively you can download a form from our website at www.glowpower.ie.

We may request you to provide a letter from a registered medical practitioner as a support of your condition.

Registration Process

To register as a customer with special needs, customers must complete and sign an application form and return it to us. We will follow up with the customer if the forms are not returned.

The details of customers who register with us for priority service or special service will be passed to ESB Networks in accordance with the terms of the Data Protection Act (1988 and 2003)

Glowpower will inform their customers of this Code of Practice via written or electronic communication at least once a year and on sign up.

If we fail to meet any of the commitments outlined in this Code, then customers will be entitled to compensation under the terms of our Customer Charter.

Glowpower Support

We will ensure all customers registered in our Priority and Special Service Register are put on the most economic tariff and suitable payment method and billing format.

We at Glowpower have efficient processes to ascertain the suitability of PAYG meters for vulnerable customers. If the installation not be possible, we will offer alternative payment arrangements to the customer.

We will not charge customers who terminate a contract of supply where the PAYG meter is no longer suitable due to their vulnerability.



Communication

We will issue the below communications in the appropriate format to customers with visual and hearing impairments.

- a. Household Customer Terms & Conditions
- b. Customer Charter
- c. Customer Codes of Practice
- d. Household Tariff Information
- e. The energy bill and the energy statement
- f. Personalised Household Customer Communications (as approved by the CRU)
- g. Outage Notification
- h. Any letter to a customer informing them of a change in services or tariff
- i. Any insert to customers that has been required by the CRU

The following formats are available to customers with visual and hearing impairments:

- Braille format communications
- Talking communications (via telephone we can call you with your bill details)
- Large print communications
- Online Communications through email or via our online application

Contact Details

☎ 1-960-9690 9.30am – 5.00pm Monday to Friday

customerservice@glowpower.ie

www.glowpower.ie

Correspondence address: 20 Harcourt ST Dublin 2, D02 H364. Ireland.