



Care for our Vulnerable Customers all the way

Registration forms



# Your guide to Priority Services

At Glow Power, we recognize 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.

Glow Power 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.

# Priority Services – for customers critically

## Depending on electricity supply

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

Electricity Account No. (See top right of your bill)

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MPRN

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Name (Account Holder)

Name of Person to be Registered

Address (Account Holder)

Telephone or Minicom Number

Email

**Medical Equipment/Life Protecting Devices/Assistive Technology (please tick)**

Life Support

Oxygen Concentrator

Dialysis

Ventilator

Others (please specify)

Details of customers who register will be forwarded to ESB Networks Ireland for inclusion on the Industry Register. This information is confidential and please be assured that only nominated Glow Power, ESB Networks Ireland staff will have access to it.

Do you wish to have Priority Services status visible on this register? Yes  No

Signature

Date

DD	MM	YY
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# Your guide to Special Services

We also acknowledge that some of our customers have vulnerabilities as a result of advanced age, physical or mental health difficulties. We can provide Braille bills, large print or talking bills to visually impaired customers.

If you have a mobility difficulty, please contact us on 1-960-9690 to discuss your needs. Glow Power 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.



**Registration category (please tick)**

Mental Health (certification required)

Language Difficulty

Deaf or Hard of Hearing

Speech Difficulty

Blind or Partially Sighted

Learning Difficulty

Elderly (aged 66 or over)

Dexterity Difficulty

Mobility Difficulty

Others (please specify)

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

Glow Power reserves the right to request you to provide further evidence of your entitlement to these services.

Signature

Date

DD	MM	YY
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**Register for Priority Support/Special Services**

Glow Power Ltd  
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IRELAND