

Our Code of Practice Vulnerable Customer



IBERDROLA

Our Code of Practice

At Iberdrola, we believe all our customers should receive the best possible service and that means providing additional help and support to customers who need it. This Code of Practice outlines the services offered and explains how to register either on our Special Services or Priority Service Register.

Vulnerable Customer Definition

We define a Vulnerable Customer as:

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

Our Promise

We will:

- ensure our staff are aware of the extra help you require and work closely with you to meet your needs
- treat the information you give us with due care and will only disclose it where necessary to allow us to carry out our duties
- tell you about the extra help you can receive by being registered as a vulnerable customer when you first become a customer and at least once every year
- forward your details to ESB (Electricity Supply Board) Networks and Gas Networks Ireland for inclusion in the Industry Registers
- update and maintain our Priority Service and Special Service register regularly
- ensure you are placed on the most economic tariff for your chosen payment method and billing format

Our Services

Priority Services

If you rely on home medical equipment such as home dialysis, oxygen concentrators, nebulisers, stair lifts, bath hoists etc.

We will:

- inform ESB Networks that you have essential medical equipment that relies on electricity. They'll make sure you're notified in advance of any interruption to your supply. They'll also prioritise your reconnection if there's an unexpected power cut
- we'll also send your details to Gas Networks Ireland for inclusion in their industry register

Special Services

We have a range of additional services available if you are registered for our Special Services.

If you:

- 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 can help in the following ways:

With communications in large print

We're happy to provide our bills and other communications to you in large print. These communications include:

- bills and statements
- our customer charter
- our codes of practice
- changes to your tariff or prices
- terms & conditions
- your tariff information
- outage notifications
- leaflets required by CRU
- personalised customer communications as approved by CRU

Talking Bills:

We can provide talking bills to people who are blind or have a visual impairment. When a bill is due for issue, we will telephone the customer, or a nominated contact person, with the details. The paper bill is then posted to them.

With hearing or speech difficulties

If you're hard of hearing or have speech difficulties, we have lots of ways that you can communicate with us that don't involve calling. You can:

- set up and alter your account details on our website
- use our web-chat or in-app chat, on our website or on our app
- email us at contactus@iberdrola.ie
- write to us at Priority Services, Iberdrola, PO BOX 13051, Freepost, FDN5299, Dublin 2

With a nominated person

You can nominate another person to receive your bills and other communications for you. This may be useful if you have sight difficulties or need additional support managing your communications. Registration for a nominated person can also be arranged by calling us on free on **1800 300 370**.

Finding it hard to pay?

If you're finding it hard to pay your energy bills you should contact us immediately. We promise to be sensitive and professional and understanding.

Disconnection

If you're registered with us for Priority Services we will:

- ensure that your energy supply is not disconnected for any reason (other than by customer request or for safety reasons)

If you're registered with us for Special Services we will:

- ensure that your energy supply is not disconnected for any reason (other than by customer request or for safety reasons) between the winter months of November to March inclusive.

For more information please see our Billing Code of Practice.

How to Register

Download and complete the registration form at iberdrola.ie/priorityservice or request one from us by calling free on **1800 300 370**.

We may ask you for evidence of your eligibility to register such as medical documentation or personal identification. If you wish to register for Special or Priority Services we'll monitor completion of your request and will follow up with you where required.

Our guarantee

If we fail to meet any of these commitments, then you will be entitled to compensation under the terms of our Customer Charter.

Get in touch

You can contact us if you have any queries or want to request a copy of our Codes of Practice. Simply:

- Email us at contactus@iberdrola.ie
- Call us free: **1800 300 370** (Lines open Monday to Friday 8am to 8pm and Saturday 9am to 4pm)
- Use our chat facility online or in our app
 - Select 'contact us' from the menu then 'chat with us'.

This Code has been approved by the Commission for Regulation of Utilities (CRU).



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