

## Caring for our vulnerable customers

Registration forms

electricireland.com





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.

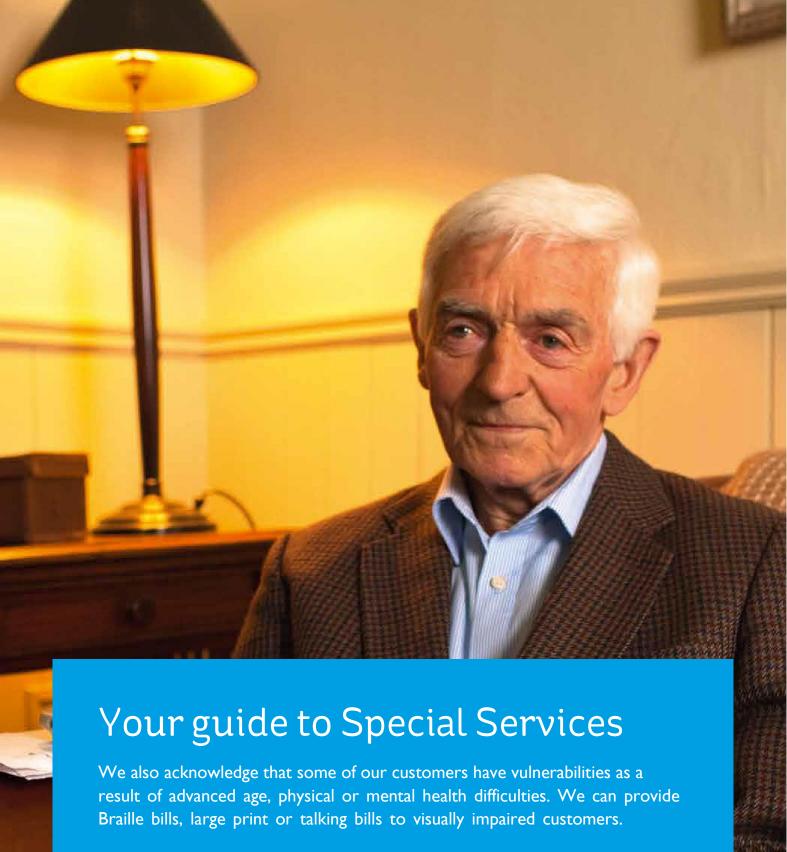
Electric Ireland will not request disconnection of registered Priority Service customers unless asked to do so by you or for fault/safety/maintenance reasons.

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

## Priority Services – for customers critically dependent on electricity supply

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 <a href="https://www.electricireland.com">www.electricireland.com</a>, we can also provide a copy on request.

Electricity Account No. (see top right of your bill)																					
MPRN																					
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Add	ress	(Acc	ount	Hold	ler)																
Tele	phon	e Nı	ımbe	r																	
Ema	il																				
Medical Equipment / Life Protecting Devices / Assistive Technology (please tick)																					
Life Support																					
Оху	gen (	Conc	entra	itor																	
Dialy	⁄sis																				
Ventilator																					
Other (please specify)																					
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.																					
Do you wish to have Priority Services status visible on this register? Yes No																					
Signature									Date												
																					Page



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

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 during winter months

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 <a href="https://www.electricireland.com">www.electricireland.com</a>, we can also provide a copy on request.

Electricity Account No. (see top right of your bill)										
MPRN										
Name (Account Holder)										
Name of Person to be Registered (if different from the above)										
Traine of Ferson to be Registered (if different from the above)										
Address (Assert Helder)										
Address (Account Holder)										
Telephone Number										
Email										
Registration category (please tick)										
Mental Health	Language Difficulty									
Deaf or Hard of Hearing S	Speech Difficulty									
Blind or Partially Sighted	Learning Difficulty									
Elderly (aged 66 or over)	Dexterity Impaired									
Mobility Difficulty										
Other (please specify)										
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 Date										
o.g. accord										

Register for Priority Support/Special Services

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