



Code of Practice
**Consumers in Vulnerable
Circumstances**

Last updated 28/09/23

Services for Consumers in Vulnerable Circumstances

Share Energy is committed to helping our customers and providing an outstanding service and will always treat its customers with respect and in an empathetic manner. Share Energy recognise that our customers will have different needs, budgets and challenges.

This code of practice highlights the range of special services Share Energy offers to make your experience with us as simple and straight forward as possible. First and foremost, any Share Energy staff calling at your home will identify themselves and present to you a Share Energy photographic ID badge. They will also be wearing a Share Energy branded uniform.

Share Energy has established a confidential customer care register for its customers. You can join and benefit from some of the complimentary services offered. You will also see reminders regarding the service when you log in to your Share Energy App or customer portal. You can also request copies of this code of practice free of charge.

Share Energy will work with appropriate organisations to raise awareness of the customer care register.

If you want to discuss further, please feel free to contact us via the channels below:

Web: www.share-energy.com

Email: share@share-energy.com

By Post: Share Energy, Catalyst Inc, Bay Road, Derry/Londonderry, BT48 7TG.

Tel: 0808 304 9870

1.1. Services offered

Share Energy customers who have registered on our customer care register can avail of the following services free of charge:

- Energy Saving Advice – lots of good advice and information is contained within the Share Energy code of practice on Energy Saving.

- Nominated Person/Bill re-direction – If you have registered on our care register you can nominate a person such as a carer, relative or friend to discuss your account. Share Energy can also send all correspondence to this person with your permission and theirs.
- Password Scheme – We can set up an agreed password to use each time you speak with Share Energy.
- Meter Reading – at your request we can arrange to have your meter read at least once a quarter.
- Special Controls – Share Energy can provide you with special controls/adapters if you have difficulty using electrical appliances. We can also arrange for your meter to be re-positioned to a more appropriate location. All of these services are provided free of charge, within reason.
- Alternative formats of communication – Share Energy are happy to offer the following alternative formats of communication:
 - PDF documents
 - Email
 - Braille bills

1.2. Power Cuts/Planned Interruptions

- In the event of a power cut, because you have registered in the customer care register, NIE Networks will provide you with regular updates through the power cut.
- You will be contacted at least 3 days in advance of any planned interruption to your supply by NIE Networks. NIE Networks will inform you of the duration of the interruption so you can make an informed decision whether you need to make alternative arrangements.

1.3. NIE Medical Care Register

NIE Networks owns and maintains a Medical Care Register for all electricity customers. You can register on the Medical Care Register if you, or anyone at home are dependent on electrical equipment that is vital to your health.



This register will apply if any of the following equipment is in use in your home:

- Oxygen Concentrator Suction Pump
- Suction Pump
- Home Dialysis
- Peg Tube Feeding Pump
- Electric Hoist
- Electric Chair Lift
- Total Parental Nutrition Machine
- Ventilator
- Nebuliser
- Electric Mattress/Bed
- Electric Pressure Stair Lift
- Multiple Sclerosis
- Vital Medicine Requiring Refrigeration

If anybody in your home depends on electrical equipment that is vital for their health, it is crucial that they contact NIE Networks on Tel. Number 03457 643 643 for inclusion on their Medical Care Register. You can also register on the Medical Care Register by contacting Share Energy. We will, where appropriate, and in line with relevant data protection provisions, provide the information on the register to any relevant party licensed under the Electricity Order to distribute electricity in an appropriate form and on a regular basis.

NIE Networks are responsible for maintaining the electricity network and this information will enable them to identify customers who are particularly vulnerable during a power cut or a planned interruption.

We also encourage customers who have signed up to the Medical Care Register to provide details of a carer, relative or friend. If NIE Networks are unable to contact you directly, they will contact them. If you wish to do so, please contact us using any of the methods listed above.

NIE Contact details are as follows:

Email: customercontact@nie.co.uk

Tel: 03457 643 643

Northern Ireland Electricity Customer Care Register
FREEPOST NATN475
PO Box 2, Danesfort,
120 Malone Road,
Belfast, BT9 5BR.



1.4. Disconnections

We will not knowingly disconnect the energy supply of a vulnerable customer (as described above) between 1st October and 31st March the following year.

If you are of pensionable age, disabled or living with a chronic illness and are having problems paying your bills, let us know so that your supply is not disconnected and we can find a suitable repayment arrangement for you.

