

Electricity Codes of Practice

SSE Airtricity has five Codes of Practice detailing our commitments to customers. In this booklet you'll find a short explanation for each of our Codes of Practices. During Covid-19 you might need to contact us about something to do with your energy bill and you can be assured that you will receive the services set out in our codes. These Codes have been developed in consultation with the Utility Regulator and the Consumer Council for Northern Ireland. You'll find a downloadable copy of each of our Codes of Practice at sseairtricity.com To request a copy call us on **0345 601 9093 Monday to Friday, 8am-8pm.**

1. Code of Practice on the Provision of Services for persons who are of Pensionable Age, Disabled or Chronically Sick

We promise to make using electricity as easy as we can, particularly if you are elderly or have a disability and we promise to ensure that the services we provide reflect your individual needs as set out in our Code.

SSE Care Registers

SSE Airtricity maintains a **Critical Care Register** and a **Customer Care Register**. The SSE Airtricity registers are designed for customers who are: of pensionable age, disabled (including those who are deaf or hearing impaired or blind or partially sighted) or chronically sick.

Customer Care Register

Once you're registered on the Customer Care Register you can avail of the following services: dedicated careline team, talking bill service, enlarged bills and braille bills, quarterly reading of your meter, special control taps or adaptors and a nominee scheme.

Critical Care Register

If anybody in your home depends on electrical equipment that is vital for their health it is important to contact us. We'll ensure your details are sent to NIE Networks for inclusion on the industry register. 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.

For more information or to register please contact us on:
0345 601 9093 Monday to Friday, 8am-8pm.

2. Code of Practice on Payment of Bills

We offer a range of payment methods and can advise you on the best payment option for you. We'll help to work out a payment arrangement for you if you're in financial difficulty. If we don't hear from you our debt collection process includes contacting you by phone, SMS and letter to try and engage with you. We want to help you as best we can, if we don't hear from you you're at risk of having your meter exchanged. We're here to help and our Code of Practice sets out more information on how we will do this.

3. Code of Practice on Services for Prepayment Meter Customers

Pay As You Go meters provide flexibility and control over your electricity bill. Our code sets out how to top up, the advantages and disadvantages of this meter type, information on how to use it and other important information.

4. Code of Practice on the Efficient Use of Electricity

We aim to offer you the best advice available to help you maximise energy efficiency and to reduce your energy usage. Our Code sets out handy tips and steps you can take to help you reduce energy use which could help you save on the cost of your energy bills.

More Energy Efficiency Advice

For more information and independent support on how you can use electricity efficiently to save money and help the environment, contact NI Energy Advice on **0800 111 4455** or go online at nihe.gov.uk/Community/NI-Energy-Advice

5. Code of Practice on Complaints Handling Procedure

If you're unhappy with any aspect of our customer service we promise to deal with your complaint efficiently and effectively and within agreed timescales. Our Code sets out our full complaints handling process, ways to contact us and how we will approach your complaint.

The Consumer Council for Northern Ireland is an independent body and provides free, independent support and advice for all consumers and businesses in Northern Ireland. It also has powers to investigate complaints if a supplier has not handled a complaint correctly. Any customer can use their service at no cost. You can call **0800 121 6022** or visit www.consumercouncil.org.uk

To learn more about any of our Codes of Practice, or to request a copy call us on 0345 601 9093 Monday to Friday, 8am-8pm. You can also download a copy at www.sseairtricity.com

Additional support agencies

Covid 19 community helpline number

This helpline is operated through the Department of the Communities and Advice NI, and also provides coronavirus community support through information and advice on benefits, employment support, food deliveries, accessing medicine, heating, and money/debt issues.

Telephone: 0808 802 0020.

Money Advice support services

Advice NI provide a range of advice services including Welfare Reform, Money, Tax & Benefits and Business Debt.

Telephone: 0800 915 4604

Web: <https://www.adviceni.net/>

Email: advice@adviceni.net

NI Water Care Register provides essential services for customers throughout Northern Ireland and offer a range of free additional services for older consumers and consumers who have a serious medical condition or need extra help for any other reason.

Telephone: 03457 440088

Web: www.niwater.com/customer-care-register/

Northern Ireland Electricity Networks Care Register (NIE Networks)

offer a medical customer care information service to customers who are dependent on life supporting electrical equipment. Being on the register means you will receive up to date information by phone during a power cut or a planned interruption.

Telephone: 03457 643 643

Web: www.nienetworks.co.uk/help-advice/vulnerable-customers/critical-care-register

Age NI (formerly Age Concern & Help the Aged) is a charity combining Age Concern NI and Help the Aged in Northern Ireland. Age NI provides advice and advocacy and delivers care services with the aim of improving the quality of later life for everyone.

Advice Line: 0808 808 7575

Web: www.ageuk.org.uk/northern-ireland

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

Telephone: 028 9029 7880

Textphone: 028 9029 7882

Web: www.disabilityaction.org

Northern Ireland Housing Executive is Northern Ireland's strategic housing authority, offering a range of services to people living in socially rented, privately rented and owner occupied accommodation.

Telephone: 0344 892 0900

Web: www.nihe.gov.uk

Utility Regulator is an independent non-ministerial government department set up to ensure the effective regulation of the electricity, gas and water and sewerage industries in Northern Ireland

Telephone: 028 9031 1575

Web: www.uregni.gov.uk

