

## Annual Report on compliance with Code of Practice (CoP) for Consumers in Vulnerable Circumstances

Licensee name:	SSE Airtricity Energy Supply Ltd
Reporting year:	2025

The following training has been provided to our staff over the last year.

### **Applies to all Licensees**

- Consumers in Vulnerable Circumstances
- Engaging with customers in an empathetic manner
- Affordability and Empathy Training
- JAM Card

Teams Training was provided:

- All Customer Service teams
- Credit Control teams
- Digital teams
- Quality Monitoring teams
- Compliance team
- Escalations team

The above training is provided to teams on an annual basis with the most recent of this training provided in a number of sessions between 18/11/25 – 04/12/25.

We have partnered with the following organisations who we can refer to you for further support, if needed.

### **Applies to all Licensees**

- Advice NI Warm handover via online portal

We provide a special identification service for our employees when they are visiting your home. This includes the operation of a password scheme and a telephone based identification scheme.

*Please set out the methods your companies used to meet this requirement (for example, information on the Quick Check 101 scheme, if applicable).*

**Applies to all Licensees**

- Password Scheme for Vulnerable customers
- Quick Check 101 scheme
- All field agents will have an identification ID card with a number to call to verify their identity

We provide the following alternative formats of communications for those customers who require it. These are free of charge.

**Applies to electricity and gas suppliers and the electricity DNO**

- Large Print
- Braille
- Sign Video in ISL & BSL interpreter

We provide the following additional services for consumers in vulnerable circumstances.

**Applies to all Licensees**

- Nominated Contact service
- Customer Care Register

- Customer Support Register
- Assistive Adaptors including Magnifying strips, Bump ons, Plug pulls
- Energy Efficiency advice
- Warm handover referral service with third party organisations (Advice NI)
- Alternative Communications (Large Print or Braille)
- Insert issued to customers on our vulnerable customer information
- A Customer support section our website:  
<https://www.sseairtricity.com/uk/home/customer-support>

For vulnerable consumers who are experiencing affordability difficulties with their energy bills, we can refer you a consumer body who can assist you with a benefit entitlement check facility.

**Applies to electricity and gas DNOs and electricity and gas suppliers**

- Advice NI Warm Handover

We conduct research and engage with consumers in vulnerable circumstances to help us understand how effective our processes are for vulnerable customers and to identify any ways we can improve.

**Applies to all Licensees**

<https://www.sseairtricity.com/assets/vulnerable-customer-report-2026.pdf>