

## **ACCESSIBILITY STATEMENT**

- 1 SSE Airtricity is committed to providing accessible e-commerce services to customers through our website. We have prepared this statement in accordance with the European Union (Accessibility Requirements of Products and Services) Regulations 2023 (SI 636/2023) (the "EAA"), to provide information on how our e-commerce services meet the accessibility requirements set out in the EAA. The EAA places certain requirements on us in relation to our e-commerce services, such as ensuring the websites and apps we use for those services are understandable and accessible for people who may have difficulties using them, providing clear information on how the e-commerce services work and also providing information on the accessibility of our e-commerce services.

### **Our Services**

#### Step 1: Visit the SSE Airtricity Website

In order to access our e-commerce services, you can begin by navigating to the SSE Airtricity website using a web browser. The homepage will provide you with options to explore their services.

#### Step 2: Choose Your Service

- Navigate to the "Plans" or "Services" section of the website.
- Review the available energy plans and choose the one that best suits your needs.
- Click on the "Sign Up" button associated with your chosen plan.

#### Step 3: Provide Necessary Details

You will need to provide additional information to complete your registration.

- your name
- your date of birth
- email address
- mprn number/ gprn number
- Your full address
- Meter readings (if applicable)

#### Step 4: Select Options

- When to commence switch
- Are you renting
- How long are you at premise
- Meter reading reminders
- Vulnerable customers
- Special services

#### Step 5: Payment Information

- Enter your payment details to set up direct debit or other preferred payment methods.
- Review and agree to the terms and conditions, and ensure you understand the payment schedule.

## Step 6: Confirmation

After submitting all necessary details, you will receive a confirmation email outlining your new service plan. SSE Airtricity will send you welcome materials and further instructions.

### **SSE Airtricity's commitment**

SSE Airtricity is committed to ensuring that all users, including those with disabilities, can access and understand information about the functioning of our services. This includes how to navigate, use, and complete transactions across our digital platforms. We have implemented the following measures:

- (A) Information is provided through multiple formats to support diverse user needs:
  - (1) Textual content on the website and mobile apps
  - (2) Icons paired with labels to aid cognitive and visual comprehension.
  
- (B) We use clear and concise language following **plain English principles** to describe processes such as account creation, billing, payment, meter reading submission / history, smart insights, and account details. Complex terminology is avoided or clearly explained. We use tooltips on our interface and provide information about accessibility in our FAQs for all key journeys on our website,
  - Content is structured using appropriate HTML tags and headings to enable screen reader compatibility. User interface components maintain sufficient contrast and visual hierarchy to support users with low vision or cognitive disabilities, like:
    - (1) Enable text-to-speech,
    - (2) Reflow and resize text based on user preferences.
  
- (C) Text throughout our SSE Airtricity consumer website follows Web Content Accessibility Guidelines (“**WCAG**”) guidelines. Text content (including service instructions and status updates) is provided in formats that are compatible with assistive technologies (e.g., screen readers, Braille displays). Content is not embedded in images. For example, we ensure:
  - (1) Adequate font size (minimum 16px default) and readable sans-serif typefaces.
  - (2) High-contrast colour schemes between foreground and background.
  - (3) User-controlled spacing between letters, lines, and paragraphs via browser or assistive settings.

- (D) All non-textual content (e.g., product images, icons, charts):
- (1) Font sizes of at least 16px (with user-controlled scaling) (Please note that graphs are 14px; 16px is for main body content as recommended)
  - (2) Sans-serif, legible typefaces
  - (3) Minimum contrast ratios of 4.5:1 (WCAG AA standard)
  - (4) Adjustable letter, line, and paragraph spacing via browser settings or device accessibility controls.
- (E) SSE Airtricity service information is delivered consistently across channels (website, mobile, app) and:
- (1) Adheres to consistent user interface patterns and design systems.
  - (2) Is tested for robustness on different browsers across mobile, tablet and desktop breakpoints.

This accessibility and usability information is publicly available on our website.

In line with the EAA, SSE Airtricity is committed to ensuring that its websites, mobile applications, and related digital services are accessible in a consistent, adequate, and inclusive manner. Our approach is guided by the principles of **perceivability, operability, understandability, and robustness**.

Until the official harmonised standards under the EAA are adopted, SSE Airtricity applies internationally recognised technical standards as best practices to assess and improve the accessibility of our digital services. Specifically, we use the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA as a benchmark to evaluate our compliance and make continuous enhancements.

## **Accessibility features**

### Perceivable Content

Information and user interface components are presented in ways that can be perceived by a wide range of users, including those with visual and auditory disabilities.

Colour contrast and responsive text are regularly reviewed and tested to meet WCAG accessibility standards.

### Operable Interfaces

Focus indicators are maintained across all platforms.

### Understandable Communication

We use plain language, consistent navigation, and predictable user interface behaviours.

Error messages are clearly described, and instructions are provided to help users correct inputs where needed.

Icons and labels are intuitive.

### Robust and Compatible Platforms

Our websites and mobile apps are developed and tested across major browsers and various desktop and mobile devices

### Consistent Information and Structure

Information about how the digital service works are:

Easy to locate and understand.

Supplemented with alternative descriptions for non-text content (relevant icons, images, videos)

We periodically audit all our platforms and make adjustments to improve accessibility, where required.

## **Support services**

Where we provide support services (such as help desks, call centres or technical support), we provide information, in accessible modes of communication, on the accessibility of our e-commerce services and those services accessibility with assistive technologies.

## **Monitoring and continuous improvement**

The assurance function at SSE Airtricity exists to provide independent, objective oversight that ensures the business is operating in compliance with legal, regulatory, and internal obligations. It supports risk mitigation, promotes good governance, and drives continuous improvement across all business units. This assurance function will continue to monitor our compliance with the EAA.

We will maintain an internal accessibility review process, supported by:

Regular audits and usability testing

Accessibility issue tracking and remediation planning

## **Feedback & Contact Information**

At SSE Airtricity we are committed to making our site accessible for everyone, including people with disabilities. We continuously work to improve accessibility for all users, if you are not satisfied or have any feedback with the accessibility of our e-commerce service or the contents of this Accessibility Statement, please tell us.

You can contact our access officer by email - [accessofficer@sse.ie](mailto:accessofficer@sse.ie) or by phone 0818 81 22 20. Alternatively, you can write to our access officer at

SSE Airtricity Head Office c/o Customer Service  
Red Oak,  
South County Business Park,  
Leopardstown  
D18 W688

## **Complaints**

If you are unhappy with our response, you have the right to make a complaint to the Competition and Consumer Protection Commission (“**CCPC**”), or the equivalent compliance authority in the country of residence. You can contact the CCPC by:

- visiting their website at <https://www.ccpc.ie/>
- writing to Competition and Consumer Protection Commission, Bloom House, Railway Street, Dublin 1, D01 C576