

Free Energy Services from your energy supplier



You may not know it, but your electricity and natural gas supplier could be providing additional services that could be useful to you. In this leaflet we have outlined the current services available from NIE and Phoenix Natural Gas.



Electricity Consumers

NIE Customer Care Register

The NIE Customer Care Register is for electricity customers with particular needs. For example, if you have a disability or any other special need then NIE may be able to adapt their services to suit you.

Bills - adapting the format of your bill

If you have difficulty reading your bill, you can register with NIE's Customer Care Register where you can receive your bill in one of the following formats:

- **Braille bill**
- **Large print bill**
- **Talking bill** – *NIE will phone you with the details of your bill*

Doorstep service

If you are a consumer with hearing difficulties or a mobility problem, you can contact NIE and inform them of this. NIE will inform meter reading staff, who need to visit you regularly, of this need and they can knock on the door louder and take more time to allow you to answer.

Password scheme

If you are concerned about strangers calling at your home and would like assurances they are from NIE, you can give NIE a password for staff to use when they call to take meter readings.

You also have the right to ask for an identity card-all NIE staff wear a photographic identity card when they visit customers. Be sure to take time to read the card, if you are at all uncertain please contact our Customer Helpline on 08457 455455.

Carer's contact service

If you have a relative, carer or someone who would normally look after your bills, then you might want your electricity bill to be sent to them. NIE can arrange for this to happen. With your approval, NIE can also contact your appointed person directly should they need to get in touch with you.

Meter relocation service

If your meter is located in a place that makes it difficult for you to read, contact NIE who may be able to relocate it. If you have difficulty reading a dial meter, NIE may be able to replace it with an easy to read digital meter.



NIE Critical Care Register

The Critical Care Register is a service for consumers who depend on electrical appliances for health reasons. In circumstances where there may be an interruption to your electricity supply, NIE can provide you with the most up to date information on the situation. When registering, NIE will also take the details of a relative or carer so that if they cannot get in contact with you, they have the details of someone else they can inform.

Power Cuts – in the event of a power cut, please contact NIE who will recognise your telephone number and your call will be given priority. You will either speak directly to a NIE call advisor or if all call advisors are busy taking calls, NIE will phone you back. NIE will then contact you regularly throughout the duration of the power cut with up to date information. This will help you make an informed choice as to whether you should make alternative arrangements. This service is available from 8am to 9pm.

Planned interruption to supply – if NIE needs to interrupt your electricity supply to carry out work safely on the system, customers registered on the Critical Care Register will be contacted at least three days in advance of any interruption. Again, if NIE cannot get in touch with you directly, they will contact your representative and let them know about the interruption.

For more information you can contact NIE:

For enquiries about bills,
meter reading and the password scheme
or

08457 455 455

For fault reporting, critical care or
anything to do with lines and cables

08457 643 643

Natural Gas Consumers

The Phoenix Energy Care Scheme

The Phoenix Energy Care Scheme provides additional services to gas customers with specific needs. You can qualify for this scheme if you meet one of the following criteria.

- 60 years of age or over;
- A person with a disability; or
- Chronically sick.

The Scheme offers the following services:

Talking bill service

If you are a visually-impaired consumer, Phoenix can contact you by telephone to give you the details of your latest bill.

Password scheme

Gas consumers can give Phoenix a password so they know the person calling is a Phoenix employee. All Phoenix employees visiting you will be wearing an identity pass.

Nominee scheme

Consumers who have someone else looking after their gas bill can arrange with Phoenix to have their bills sent to this person. You can also nominate a person if you are visually-impaired and would like a relative, friend or carer to read it for you.

Free gas safety check

If you meet one of the following criteria, Phoenix will carry out a free gas safety check on your appliances and installation. If you are:

- 60 years of age or over and living alone, or living with someone else who qualifies, or living with a young person under the age of 18;
- a registered person with a disability and living alone, or living with someone else who qualifies, or living with a young person under the age of 18; or
- receiving a state disability benefit and living alone, or living with someone else who qualifies, or living with a young person under the age of 18.

Moving your gas meter

If you find your gas meter difficult to read or access, Phoenix can move it to a more suitable position. This is subject to a technical survey by Phoenix and in compliance with Gas Safety, Installation and Use Regulations. In rented accommodation, this is subject to agreement from your landlord. Alternatively, Phoenix can arrange for someone to read the meter for you and tell you what the reading is.

Provision of special controls or adaptors

If you find it difficult to operate your gas appliances, Phoenix can provide a range of controls and adaptors to help you. They can also give you information on whether or not your appliances can be adapted. You will not be charged where adaptors are fitted.



Other services

If you have hearing difficulties and access to a minicom, contact Phoenix using the following numbers:

General Customer Enquiries - **MINICOM 028 9055 5801**

Emergencies - **MINICOM 0800 731 4710**

For more information contact Phoenix Natural Gas on 08454 555 555

Further Advice

Energy Saving Trust Advice Centre

Energy Efficiency Advice Centres aim to encourage energy efficiency throughout Northern Ireland and provide energy advice and information on:

- Insulation
- Heating
- Low energy lighting
- Renewables
- Energy efficient appliances
- No cost/low cost measures
- Grants and cashbacks
- Low carbon transport

E.S.T.A.C's

We currently operate across Northern Ireland via a freephone number 0800 512 012 with offices in Belfast, Enniskillen and Londonderry/Derry.

Eaga Partnership Ltd – Warm Homes Scheme

Warm Homes Grant

The Warm Homes Scheme is funded by Department for Social Development and is aimed at owner-occupiers and people who rent their homes from private landlords. It is not available for public sector properties.

It provides insulation measures to eligible householders on specified benefits. The warm Homes Plus Scheme offers insulation and heating for households aged 60 and over and on specified benefits.

To find out if you are eligible or for more information contact:

Eaga Partnership:

FREEPHONE 0800 181 667

MINICOM 0800 072 0156

Heatsmart

Heatsmart is a free and independent service offering home visits to Housing Executive tenants. The service offers practical advice on operating heating systems efficiently as well as general energy advice.

Heatsmart: FREEPHONE 0800 512 012

**For further information
and advice contact:**

Phoenix Natural Gas Ltd
197 Airport Road West
Belfast
BT3 9ED

Tel: 08454 555 555

W: www.phoenix-natural-gas.com
E: info@phoenix-natural-gas.com

NIE Plc

120 Malone Road
Belfast
BT9 5HT

Tel: 08457 455 455

W: www.nie.co.uk
E: homeenergy@nie.co.uk

Energywise

Notes

Notes



The Consumer Council for Northern Ireland
Elizabeth House
116 Hollywood Road
Belfast
BT4 1NY

Telephone/Textphone:
028 9067 2488

Complaints line:
0845 601 6022

Fax:
028 9065 7701

Email:
info@consumercouncil.org.uk
complaints@consumercouncil.org.uk
