



HELPING VULNERABLE CUSTOMERS

Vulnerable Customers

At Green Network Energy we know that our customers are individuals and sometimes it is necessary to do things a little differently to ensure all customers receive the best possible service, especially for some of the more vulnerable people in society.

Our Priority Services Register is for customers who may need additional support in special circumstances, such as power failures. The register is confidential and only ever shared with key partners such as the electricity and gas distribution network.

This helps make sure customers who need it are given support in the event of supply outages, power failures and other emergencies. Customers who qualify for the Priority Services Register include:

- Customers of pensionable age;
- Customers who are visually-impaired or have hearing difficulties;
- Customers with a disability;
- Customers with chronic health issues;
- Customers with a serious short-term illness or injury;
- Customers with children under the age of 5.

Priority Services Register customers can benefit from additional services including;

- a meter reading service if you are unable to read your meter yourself;
- large print or Braille bills or bills on audio tape where required;
- the option to nominate someone to receive copies of your bill and contact us on your behalf if there are any problems or if you have a complaint;
- a free password scheme. All you need to do is choose a secure password, contact us and we will add it to your account. Anyone visiting your home or calling you from or on behalf of Green Network Energy will have to identify themselves by confirming your password back to you;
- a free gas appliance safety check, dependent on circumstances;

If the customer has a pre-payment meter and is unable to access it due to infirmity we will arrange for it to be moved.

Our Commitments

We also have a series of commitments to our Priority Services customers.

- We will never knowingly disconnect any house where someone relies on electrical medical equipment like dialysis or a breathing support machine.
- If we do need to stop your supply for any other reason, we'll let you know in plenty of time.
- If we need to temporarily stop your gas (for example to repair something), we will work with your network operator and sort out other arrangements for heating and cooking.

If you'd like to join the Priority Services Register, or find out more, you can contact customer services via:

- Website: visit www.greennetworkenergy.co.uk, log into your account and fill in our online contact form.
- Phone: Contact customer services on **0800 520 02 02**. Lines are open between **08:00-18:30 Monday to Friday, 09.00 – 13.00 Saturdays**.
- Email: care@greennetworkenergy.co.uk

Security and peace of mind for all customers

We take your safety seriously. If someone comes to your door who says they're from Green Network Energy, here are some things you can do to make sure they are a member of our staff or one of our representatives.

Check their ID

Our representatives always carry identification cards. Don't worry about asking to check their card carefully genuine representatives of Green Network Energy or representatives from our service partners won't mind at all.

Call us

If you're unsure that someone who's come to your home really is a Green Network Energy representative, call us on **0800 520 02 02** before you let them in. We'll check their details.