

# Help and advice for customers with special needs

## Contents

- |   |  |    |                            |
|---|--|----|----------------------------|
| 2 | Introduction   | 6  | Using energy wisely        |
| 2 | Getting in touch   | 7  | Safety in your home        |
| 3 | Security   | 7  | Carbon monoxide poisoning  |
| 3 | Special controls and adaptors for gas and electrical equipment | 8  | Avoid hypothermia          |
| 3 | About your meter   | 9  | Help and advice            |
| 4 | Paying for your gas or electricity                             | 9  | Contact us                 |
| 4 | The choice of payment schemes available                        | 9  | Translation service        |
| 6 | Problems with paying your bills                                | 9  | Note                       |
| 6 | Planned interruption of supply                                 | 9  | Useful contacts            |
|   |  | 10 | Priority Services Register |

Our Codes of Practice are available in a variety of different formats. Please contact the Customer Service Centre on 0345 059 9905 or Minicom freephone 0800 056 6560 for a copy in:

- braille
- large print
- alternative language

Contact numbers: Electricity 0345 303 3040 Gas 0345 300 8144



## Introduction

This Code of Practice explains the services we offer and ways in which we can help if you're of pensionable age, have a disability or are chronically sick, blind or deaf.

## Getting in touch

### Minicom system

If you are hard of hearing and have access to a Minicom text telephone, you can call our special Minicom number free of charge.

### Email and website

You can email us at [deaf.contact@eonenergy.com](mailto:deaf.contact@eonenergy.com) or contact us via our website [eonenergy.com](http://eonenergy.com)

### Talking bills

If you register for this service, we'll call you every time a gas and/or electricity bill is produced and talk you through the details and the charges.

### Braille

We can send you your bills and letters in Braille.

### Large print

If you find it hard to read your bills and letters from us, we can arrange for large print copies to be sent to you.

### Bill re-direction

We can arrange for bills and letters to be sent to another person (such as a close friend or relative) on your behalf.

### Contact details

Contact details for any of the above or any other issues can be found on page 9.



## Security

Apart from when your meter is read or in the case of an emergency, we'll normally let you know in advance before our representative visits your home. It's important that you ask anyone who wants to come into your home for official proof of their identity.

### Identity cards

All our representatives carry identity cards, which show their photograph, unique identity number and the card expiry date.

If you've got any doubts about the representative, you can call the number on the card to check their identity.

### Password schemes

You can ask us to use a personal password that we'll quote every time we visit your property. For added security, you can ask us to change your password at any time. You can either contact us on 0345 059 9905 or complete the form at the back.

## Special controls and adaptors for gas and electrical equipment

There are controls and adaptors available, specially designed for customers who have difficulty using gas and electrical equipment.

For more details, including advice on suitability of the adaptors, call our specialist team of Customer Service Advisors (see 'Contact us' on page 9).

## About your meter

### Meter readings

We'll visit your property on a regular basis to read your meter, but if an estimate is used we will encourage you to provide your own readings to ensure that your bills are accurate. If you or anyone living with you is unable to read the meter, we can arrange for your meter to be read each quarter at a mutually convenient time.

### Changing a meter

If you'd like your meter changing, depending on your circumstances, we'll change it for you. If we agree to do this we won't charge you.

### Moving a meter

If you need your meter to be moved to a more accessible position, we may be able to arrange this for you. If you're of pensionable age, disabled, chronically sick or your meter is in an unsafe position we may not charge for this. If you're not eligible for the work to be carried out free of charge, we'll tell you and arrange a quotation. It's then up to you to decide if you wish to go ahead with the work. There may be additional costs associated with this work such as a cost for the re-connection, any wiring or any channelling work that you may require which we wouldn't fund.



## Paying for your gas or electricity

We can help you choose a method of payment that best suits you, providing you meet our credit vetting requirements. When you talk to us about payment options, please tell us about any special needs that you have as, depending on your circumstances, some payment options may suit you more than others. Although some products, such as StayWarm, by their very nature, limit the ways you can pay, the following outline ways you can pay for most of our core products:

- **By cash or cheque**
- **Free of charge at any branch of NatWest bank (if you pay at your own bank this service may be free of charge too).**
- **Free of charge at the Post Office**
- **By post (see 'Contact us' section on page 9). We recommend that you do not send cash through the post, but if you do please send it by registered post.**
- **By internet banking**
- **By phone via credit or debit card**
- **Via quarterly Direct Debit directly from your bank account if it allows Direct Debit payments. A bill is sent to you approximately every three months showing your charges and the date the money will be claimed. Please note that, if there's an existing debt on your account, this must be paid before we can start this scheme. This can be done within two weeks with a one-off claim.**
- **Via the website. Using the eonenergy.com website you can get a username and password to make secure payments online via credit or debit cards.**

## The choice of payment schemes available

We offer a range of payment schemes designed to suit a variety of needs and help spread the cost of your bills:

### Fixed monthly Direct Debit

You spread the cost of your charges over the whole year with monthly payments that we agree with you. You receive statements at least every six months showing you your charges and the payments you've made. Paying by Fixed Monthly Direct Debit also gives you a discount off your bills.

### Quarterly Direct Debit

You receive a bill approximately every three months and the amount shown on the bill will be claimed directly from your bank.

### Monthly standing order

This works in a similar way to the monthly Direct Debit scheme, except you won't qualify for the Fixed Monthly Direct Debit discount and you'll need to instruct your bank to make the agreed monthly payments to us.

### Regular cash payments

We'll agree the amount and payment frequency (weekly, fortnightly or monthly) with you and payments can be made through our wide network of payment agents. If the arrangement is to clear a debt, this will normally cover an unpaid bill plus an estimate of your bills for the next 12 months. The estimate will either be based on our records of your average usage or in discussion with you if we have no previous consumption history.

### Part payments

There is no fixed amount or payment frequency agreed and we simply issue you with a payment card that you use at any of our wide network of payment agents. You pay us as little or as much as you want in advance towards your next bill.

Any payments made will show on the bill and the balance remaining must be paid promptly in full.

### Prepayment meters

You can pay for the energy you use it through a prepayment meter. This may be helpful for budgeting or to clear an outstanding debt. You'll need to keep credit in your meter at all times otherwise the supply will be cut off.

We'll only fit a prepayment meter if it is safe and appropriate to do so (including any circumstances that might affect your ability to purchase credit).

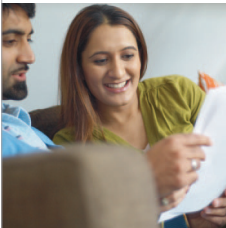
### Fuel Direct

This is not a normal payment option but may be considered as a last resort to avoid disconnecting your supply. If you receive a state benefit e.g. Income Support, pension or pension credit, you may be able to join the Fuel Direct scheme. Payments for gas or electricity are taken directly from your benefit and paid to us.

Further details of this scheme can be obtained from us or your local Benefits Agency office. Whether or not you are accepted onto this scheme is determined by your circumstances and has to be agreed by the Benefits Agency.

### Peace of Mind Payments

A friend or relative can set up a Direct Debit or payment arrangement on your behalf where it may be difficult for you to manage. We would need confirmation from you to allow this but this can be arranged.



## Problems with paying your bills

If you're finding it difficult to pay, it's important that you let us know as soon as possible by calling our Customer Service Centre.

We'll deal with any call on an individual basis and will try to agree an arrangement to clear any outstanding balance.

If we've been unable to agree a suitable payment arrangement and the Benefits Agency or Social Services can't help, we may disconnect your supply. However, please tell us if you're of a pensionable age, disabled or chronically sick, as we won't disconnect your energy supply between 1 October and 31 March the following year.

## Planned interruption of supply

If your local electricity distribution or public gas transporter company has to turn off your supply to carry out essential work, they'll let you know at least two working days before work starts.

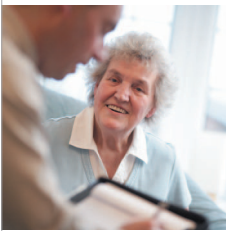
Customers who've indicated a problem with their sight when completing the Priority Services registration form will be notified by telephone. While we do our best to ensure a continuous supply, please note that this cannot be guaranteed. If electricity is crucial to you, it's always a good idea to be able to have standby arrangements.

If the public gas transporter in your area needs to disconnect the gas supply to your property for safety reasons and you or someone living with you is on our Priority Services Register, your gas transporter will provide alternative heating and cooking facilities so far as is reasonably practical to do so.

## Using energy wisely

Our specially trained Energy Efficiency team can give free, impartial advice on ways you can use energy more efficiently, and on the efficiency of appliances, where information is available. This could not only help reduce your bills, it could also help improve your standard of living, as well as benefiting the environment. Contact details can be found on page 9.

There are a number of Energy Efficiency grants available from a variety of sources, ranging from local authorities to government agencies. For further details give us a call.



## Safety in your home

If you are in receipt of a means tested benefit and are of pensionable age, disabled, chronically sick, deaf, blind, or have a child under five living with you, we can arrange for your gas appliances to be tested free of charge. This service is not available if you live with another adult who is not of pensionable age, disabled or chronically sick. Nor does it apply if your home is rented, as it's your landlord's responsibility to arrange for checks to be done on gas equipment. Please note checks should always be carried out by a Gas Safe™ registered engineer.

If during our checks one of your appliances is found to be faulty or unsafe it will be left disconnected. We'll advise you of the actions you need to take and of grants that may be available to get it repaired or replaced.

If you do not qualify for a free gas safety check we may be able to offer you a safety check at a reduced cost if you are a low income household.

Even if you don't qualify for a free gas safety check, it's important that you use your gas appliances safely and have these regularly checked by a Gas Safe™ registered engineer.

## Carbon monoxide poisoning

Carbon monoxide is highly dangerous and can kill or result in lasting brain damage. If your gas appliances haven't been installed properly or you don't get adequate maintenance checks, they may produce carbon monoxide. Carbon monoxide detectors, some of which emit a sound, act in a similar way to smoke alarms and are available from most reputable electrical retailers or online at [eonshop.com](http://eonshop.com).

Always ensure that you only use alarms that comply with the relevant British or European safety standard. It's also important that your gas appliances are checked regularly (see the 'Safety in your home' section for more details).

There are signs that will tell you that something is wrong. Ignoring these signs could be fatal. Stop using the appliance, open the windows to ventilate the room, get out into the fresh air and contact a Gas Safe™ registered engineer immediately if you notice:

- **the outer case is discoloured**
- **the decoration around the appliance is stained or discoloured**
- **the appliance burns with a yellow or orange flame**
- **there's a strange smell when the appliance is on**
- **the flue is damaged or broken**

If you suspect that anyone is affected by carbon monoxide poisoning you should get them out into the open air & seek urgent medical advice.





## Avoiding hypothermia

During the winter particularly, make sure that you're aware of the dangers of hypothermia. Symptoms of hypothermia include:

- a general slowing down of speech, breathing and response
- drowsiness
- mental confusion
- unsteady movement
- body cold to touch
- face puffy and pale
- increasing disability as body temperature falls

**Hypothermia can be avoided by following simple steps such as:**

- wearing clothes that keep you warm
- keeping your home heated
- keeping active and eating at least one hot meal a day
- drinking regular hot drinks



## Help and advice

For advice and information, call us on any of the numbers shown below. If you feel your enquiry hasn't been resolved satisfactorily, please ask to speak to a manager or call our Complaints team on 0345 300 6301, if you are a business please call 0345 055 0065.

To help us improve service quality, we may record phone calls from time to time.

## Contact us

**Customer Service: 0345 059 9905**

**Energy efficiency advice: 0500 20 1000**

**Minicom service: 0800 056 6560**

**E-mail: [domestic@eonenergy.com](mailto:domestic@eonenergy.com)**

**Address: E.ON, PO Box 9286 Nottingham NG1 9DX**

## Translation service

We offer a translation service via the telephone. For more information please contact our Customer Service Centre on 0345 059 9905.

## Note

Our complaints handling procedure is governed by the Consumer Complaints Handling Standards Regulations 2008. This Code of Practice complies with Condition 25 of the Electricity Supply Licence, and Standard Condition 25 of the Gas Supply Licence, both granted to the Company by the Secretary of State. Ofgem will measure our performance against this Code of Practice. Monitoring returns are provided quarterly and procedures have been agreed and set down separately.

Information on how we're performing can be obtained free of charge, on request, from our Customer Service Centre.

We also publish and operate Codes of Practice on:

- **complaints to the company**
- **services for prepayment customers**
- **access to your home or business**
- **energy efficiency**
- **payment of bills and guidance for customers in difficulty**

You can obtain all these documents free of charge, on request, from our Customer Service Centre. Call 0345 059 9905.

## Useful contacts

### Advice groups

The following organisations may be able to give specialist advice and information:

#### Age UK

Address: **Astral House,  
1268 London Road  
London SW16 4ER**

Telephone: **0800 009 966**

Website: **[ageuk.org.uk](http://ageuk.org.uk)**

#### Ombudsman Services: Energy

Address: **PO Box 966,  
Warrington WA4 9DF**

Telephone: **0330 440 1624  
01925 530 263**

Fax: **0330 440 1625  
01925 530 264**

Textphone: **0330 440 1600  
0845 051 1513**

Website: **[energy-ombudsman.org.uk](http://energy-ombudsman.org.uk)**

Email: **[enquiries@energyombudsman.org.uk](mailto:enquiries@energyombudsman.org.uk)**

#### National Debtline

Telephone: **0808 808 4000**

Website: **[nationaldebtline.co.uk](http://nationaldebtline.co.uk)**

#### Energy Saving Trust

Address: **21 Dartmouth Street,  
London SW1H 9BP**

Telephone: **0800 512 012**

Website: **[est.org.uk](http://est.org.uk)**

#### Citizens Advice Bureau

Telephone: **020 7833 2181**

Website: **[adviceguide.org.uk](http://adviceguide.org.uk)**

#### The Disabled Living Foundation

Address: **380-384 Harrow Road,  
London W9 2HU**

Telephone: **0845 130 9177**

Website: **[dlf.org.uk](http://dlf.org.uk)**

#### Warmfront

Telephone: **0800 316 2805**

Website: **[warmfront.co.uk](http://warmfront.co.uk)**

# Priority Services Register

At E.ON we care about making sure that everyone receives excellent service from us. We also understand that the needs of our customers vary greatly.

If you're of a pensionable age, chronically sick or are registered disabled we can place you on our Priority Services Register and update your E.ON account to include details of any special needs you think we should know about. This information helps us to improve our service. It also makes us aware of customers who can be severely affected by loss of their gas or electricity supply.

By returning this form to us, you're giving E.ON your consent to pass the information you give us to your local distribution company.

To tell us about your special needs, please complete this form in BLOCK CAPITALS and return it to us at the freepost address shown at the bottom of the form.

1. Title  
 Mr  Mrs  Ms  Miss  Other \_\_\_\_\_  
 \_\_\_\_\_  
 Forename  
 \_\_\_\_\_  
 Surname  
 \_\_\_\_\_  
 Address  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Postcode  
 \_\_\_\_\_  
 Telephone no (inc STD)  
 \_\_\_\_\_

2. Your account number  
 \_\_\_\_\_

3. Details of your special needs.  
 Please tick the boxes that apply to you.

<input type="checkbox"/> Aged 60 or over	<input type="checkbox"/> Heart condition
<input type="checkbox"/> Arthritic hands	<input type="checkbox"/> Mental illness
<input type="checkbox"/> Arthritic, all movement difficulty	<input type="checkbox"/> Poor mobility
<input type="checkbox"/> Asthmatic	<input type="checkbox"/> Poor hearing
<input type="checkbox"/> Bed-ridden	<input type="checkbox"/> Poor sense of smell
<input type="checkbox"/> Blind	<input type="checkbox"/> Poor sight
<input type="checkbox"/> Braille user	<input type="checkbox"/> Poor speech
<input type="checkbox"/> Breathing difficulty	<input type="checkbox"/> Walking difficulty
<input type="checkbox"/> Forgetful/confused	<input type="checkbox"/> Serious illness
<input type="checkbox"/> Deaf	<input type="checkbox"/> Wheelchair user
<input type="checkbox"/> Other disability. Please give details _____ _____	

Does anyone in your household use any of the following? Please tick the boxes that apply.

Dialysis machine that relies on electricity  
 Oxygen concentrator that relies on electricity  
 Ventilator that relies on electricity  
 Any other medical equipment that relies on electricity

4. Would you like to set up a password that E.ON representatives will use to identify themselves when they visit your home? If yes, please write your chosen password below (use a maximum of 8 letters).

5. Please tell us whom we should contact in an emergency (eg next of kin or representative).  
 \_\_\_\_\_  
 Name  
 \_\_\_\_\_  
 Telephone no (inc STD)  
 \_\_\_\_\_

6. How many people over the age of 18 live at your address?  
 \_\_\_\_\_

7. How many people over the age of 18 living at your address are of pensionable age, registered disabled or chronically sick?  
 \_\_\_\_\_  
 Your signature  
 \_\_\_\_\_  
 Date  
 \_\_\_\_\_

Please return this form to:  
**E.ON, PO Box 9286  
 Nottingham NG1 9DX.**