


Customer Care Register Features by Company

	Free meter move to assist in reading consumer with disabilities or are of pensionable age.	Security measures for home visits: Police check/ Password Scheme/ ID for employees	Noniminee service (ability to nominate person to look after billing, reads etc) For example carer or relative	Leaflets, literature and bills in alternate formats, braille, audio etc	Special controls and adaption for equipment (such as Braille, handiplugs etc.)	Home appointments on request to discuss bills, queries or complaints	Frere gas safety check or boiler service	Visit to read meter on request
Power NI	Provided on request to qualifying customers	Password system ID carried by advisors	Provided to registered customers	Braille, large print and talking bills	Not specified	Not specified	NA	Not specified
SSE Airtricity Electricity	Provided on request to qualifying customers	Photo ID, freephone number to verify staff members.	Provided to registered customers	Bills read by customer services staff/ bills online PDF	Not specified	Not specified	NA	Not specified
Budget Energy	Provided on request to qualifying customers	All staff carry ID, freephone number to check on callers. PSNI quick check	Provided to registered customers	Bills read by customer services staff, PDF format billing	Yes for qualifying customers on request	Not specified	NA	Yes for qualifying customers on request
Click Energy	Provided on request to qualifying customers	Password system ID	Provided to registered customers	Enlarged statements/Bills and Braille Statements/Bills, email, PDF documents and telephone call service.	Not specified	Not specified	NA	Not specified
Electric Ireland	Provided on request to qualifying customers	Photographic ID and PSNI quick check	Provided to registered customers	Talking bills, Braille bills, large print bills	Not specified	Not specified	NA	Not specified
Firmus Energy	Provided on request to qualifying customers	All staff carry ID, freephone number to check on callers. Password scheme.	Provided to registered customers	Talking bills, Braille bills, large print and audio	Yes for qualifying customers on request	On request for qualifying customers if required	Yes – free boiler service for qualifying customers	Yes for qualifying customers on request
SSE Airtricity Gas/NI Phoenix Supply LTD (PSL)	Provided on request to qualifying customers	Photographic ID, password scheme	Provided to registered customers	Talking bill	Yes for qualifying customers on request	On request for qualifying customers if required	Yes	Yes for qualifying customers on request
NI Water	Provided on request to qualifying customers	Photographic ID, password scheme	Provided to registered customers	Talking bill	Yes for qualifying customers on request	On request for qualifying customers if requested	NA	Yes for qualifying customers on request