



SSE Airtricity Gas NI Helpful Information

SSE Airtricity Energy Care Scheme

The SSE Airtricity Energy Care Scheme provides you with a range of additional services suitable to your individual circumstances. You can register for the scheme if you are of pensionable age, disabled (including those who are blind, partially sighted, deaf or hearing impaired), have a terminal illness, or are chronically sick. To register or find out more details call us on **0345 900 5253** or email **info@airtricitygasni.com**.

As part of the SSE Airtricity Energy Care Scheme, we will, where reasonable, practicable and appropriate, provide the following services free of charge: password scheme, nominated contact, alternative format communications, special control or adaptors, meter exchange or meter movement, quarterly meter readings and a free annual gas safety check.

Other Care Registers

NI Water Care Register provides essential services for customers throughout Northern Ireland and offer a range of free additional services for older consumers and consumers who have a serious medical condition or need extra help for any other reason.

Telephone: **03457 440088**

Web: **www.niwater.com/customer-care-register**

Northern Ireland Electricity Networks Care Register (NIE Networks) offer a medical customer care information service to customers who are dependent on life supporting electrical equipment. Being on the register means you will receive up to date information by phone during a power cut or a planned interruption.

Telephone: **03457 643 643**

Web: **www.nienetworks.co.uk/help-advice/vulnerable-customers/critical-care-register**

SSE Airtricity Gas NI

Codes of Practice

SSE Airtricity Gas NI's five Codes of Practice provide detail on the many different services we provide to our customers. These Codes of Practice are here to make sure our products and services meet the needs of our customers.

1. Code of Practice on the Provision of Services for persons who are of Pensionable Age, Disabled, have a Terminal Illness, or are Chronically Sick

We're committed to meeting the needs of our customers, especially those with individual needs. This Code of Practice outlines details of the range of additional services available to customers eligible for SSE Airtricity Energy Care Scheme. More details on the SSE Airtricity Energy Care Scheme are included on the front page of this booklet.

2. Code of Practice on the Efficient Use of Gas

Adopting some simple energy efficiency measures in your home could help you save on the cost of your energy bills and help the environment. This Code of Practice outlines the services, advice and assistance we may be able to offer you to help use your energy more efficiently.

Independent Energy Efficiency Advice

For more information and independent support on how you can use gas efficiently, contact NI Energy Advice on **0800 111 4455** or go online at sseairtricitygasni.com/codes-of-practice

3. Code of Practice on Payment of Bills

We know it's stressful if you're struggling to pay, so we'd really like to help. If you're having difficulty paying your bill or your circumstances have changed, get in touch with us so we can talk with you and offer advice and options to help get you back on track with your energy bills. This Code of Practice outlines the services, advice and assistance we may be able to offer you if you're finding it difficult to pay your bill.

4. Code of Practice on Services for Prepayment Meter Customers

A Prepayment Meter can give you flexibility and control over your natural gas. This Code of Practice sets out how to top up, the advantages and disadvantages of this meter type, information on how to use the meter as well as other important information.

5. Code of Practice on Complaints Handling Procedure

If you are unhappy with any aspect of our customer service, we promise to deal with your complaint efficiently and effectively and within agreed timescale. This Code of Practice outlines details of our Complaints Handling Procedure.

The Consumer Council for Northern Ireland is an independent body and provides free, independent support and advice for all consumers and businesses in Northern Ireland. It also has powers to investigate complaints if a supplier has not handled a complaint correctly. Any customer can use their service at no cost. You can call **0800 121 6022** or visit **www.consumercouncil.org.uk**

Downloadable copies of each of our Codes of Practice are available at sseairtricitygasni.com/codes-of-practice or can be provided free of charge upon request. Copies can also be requested in alternative formats including Braille, Large Print or Audio format. To request a copy of any of our Codes of Practice call us on 0345 900 5253 or email info@airtricitygasni.com

These codes are compliant with the minimum standards as set out by the Utility Regulator and have been developed in consultation with the Consumer Council for Northern Ireland.



Helpful Organisations

Covid-19 community helpline number

This helpline is operated through the Department of the Communities and Advice NI, and also provides coronavirus community support through information and advice on benefits, employment support, food deliveries, accessing medicine, heating, and money/debt issues.

Telephone: **0808 802 0020**

Advice NI provide a range of independent advice services including Welfare Reform, Money, Tax & Benefits and Business Debt.

Telephone: **0800 915 4604**

Web: **www.adviceni.net**

Age NI (formerly Age Concern & Help the Aged) is a charity combining Age Concern NI and Help the Aged in Northern Ireland. Age NI provides advice and advocacy and delivers care services with the aim of improving the quality of later life for everyone.

Advice Line: **0808 808 7575**

Web: **www.ageuk.org.uk/northern-ireland**

National Energy Action ('NEA') is the national charity seeking to end fuel poverty. They can provide free advice on your energy bills and keeping warm and safe in your home.

Telephone: **028 9023 9909**

Web: **www.nea.org.uk**

Disability Action works to ensure that people with disabilities attain their full rights as citizens, by supporting inclusion, influencing Government policy and changing attitudes in partnership with disabled people.

Telephone: **028 9029 7880**

Textphone: **028 9029 7882**

Web: **www.disabilityaction.org**

Utility Regulator is an independent non-ministerial government department set up to ensure the effective regulation of the electricity, gas and water and sewerage industries in Northern Ireland.

Telephone: **028 9031 1575**

Web: **www.uregni.gov.uk**