



## **Code of Practice on Provision of Services for Persons who are Pensionable Age, Disabled or Chronically Sick**

This code of practice will assure you that we are committed to understanding customers' needs and requirements' who are of pensionable age, disabled, or chronically sick.

At Go Power we care about your well-being and we understand that additional services must be provided to fully satisfy the circumstances of some of our customers. We have put in place a range of additional services to allow vulnerable persons to receive the top quality customer care they deserve.

For more information you can visit our website [www.gopower.co.uk](http://www.gopower.co.uk) or contact our Customer Care line on 028 8676 0600.

Our special services apply to customers who are/have:

- Visually impaired
- Chronically sick
- Hearing impaired
- Lack of dexterity
- Language difficulty
- Learning disability
- Mental health disorder
- Limited mobility or physically disabled
- Off state pensionable age
- Speech impediment

### **Registering a Customer with Special Needs**

Go Power provide a range of special services to customers with special needs. We hope that these services help to better inform customers. Customers with special needs are advised to contact Go Power so that we can communicate with them in a manner appropriate to their needs. We will also offer to include customers who have special needs on our Vulnerable Customer Register.

If you wish to inform us of your needs or requirements you can let us know at any stage during:

- Sign- up/ Customer registration stage.
- Online- you can contact us by visiting our website at [www.gopower.co.uk](http://www.gopower.co.uk) where you can speak with a customer services operator via our online chat.
- Post- you can contact us in writing: Go Power, LCC House, 1 Lissan Road, Cookstown, Co. Tyrone BT80 8EN.

You will be asked to complete a form to join our **Vulnerable Customer Register**. This will give you access to a range of additional services to cater to your requirements.

The form is available online at [www.gopower.co.uk](http://www.gopower.co.uk) or upon request by telephone or by post.

By Phone: 028 86 76 0600

By Post: Go Power, LCC House, 1 Lissan Road, Cookstown, Co. Tyrone BT80 8EN.

Go Power will maintain a Vulnerable Customer Register and we will remind customers that they can be included on the register. For example:

- As a note on their monthly bill or statement which is available upon request
- On their Online Account they can request to appear on the Register via our live chat

Go Power will endeavour to share the Register with relevant organisations (including but not exclusive to advice giving organisations) during events, conferences and meetings. Go Power will inform domestic customers at least once a year of the existence of the Vulnerable Customer Care Register to keep them informed. We will do so via post and/or e-email.

The information included on the Vulnerable Customer Register will remain confidential as will all customer account information.

### **Go Power Special Needs Services**

Go Power Customers who have registered with special needs can avail of the following free of charge which is also available in print and alternative formats upon request:

- **Designated Carer**- With agreement from your designated carer we will forward them all correspondence that is sent for your attention. We will also contact them if we need to get in touch with you.
- **Password**- If you are concerned about fraudulent activity or bogus activity you can provide us with a password to use each time we call. Go Power are also signed up to the 'Quick Check' register therefore if you are unsure of any callers you can contact them for reassurance.
- **Statements and Bills**- If you experience difficulty in reading your bills or communicating in any way we are happy to communicate with you in a manner you prefer such as:
  - **PDF Documents**- These will enable you to enlarge the content of the document without reducing or distorting the quality in any way.
  - **Telephone**- We can arrange for a member of our customer sales team to give you a call to discuss any requirements.

- **Email-** We can arrange this alternative for customers that are hearing impaired or large text bills for visually impaired customers.
- **Braille Bills-** We can arrange for your bill to be presented in Braille text.
- **Bill redirection-** We can send your bills to an alternative person and/or address. All you have to do is nominate a person of your trust who will be handling your bills on your behalf.
- **Meter Reads-** If your meter is located in a place that is difficult to access, let us know and we can arrange to move it if necessary. If you are unable to read your meter we will arrange for a member of our staff to conduct a read and inform you of this once taken. The meter readings will be taken at least once a quarter.
- **Enquiries/ Complaints-** the Go Power Customer Care team are trained to offer support to customers with special needs and requirements in relation to their gas usage. The Customer Care team will promote these services when necessary by Go Power. Customers can obtain a copy of these services in an appropriate format upon request.

### **Gas Interruption**

Phoenix Natural Gas Ltd/ Firmus Gas Networks will ensure that customers who are included on the vulnerable customer register will be given priority during a gas interruption. Throughout the gas cut, Go Power will be in contact with regular updates on the interruption progress. These updates will help customers who are on the vulnerable customer register make informed decisions whether to make alternative arrangements.

### **Alternative formats of Communication**

Go Power intend to be clear and consistent in all communications with customers. We will ensure that customers who are visually impaired and/or hearing impaired can easily access all communications provided by Go Power. These will include:

- **Telephone-** We can arrange for a member of our customer care team to give you a call to discuss issues in relation to billing information, term and conditions, codes of practice or complaints procedure. If you are visually impaired we will phone you to talk you through your bill.
- **PDF Documents-** These will enable you to enlarge the content of the document without reducing or distorting the quality in any way.
- **Dedicated Email-** We can arrange this communication method for customers that are hearing impaired. Email: [specialsupport@gopower.energy](mailto:specialsupport@gopower.energy)
- **Live Chat via our website:** We have a chat facility via our website with real time reply on [www.gopower.co.uk](http://www.gopower.co.uk)
- **Braille Bills-** We can arrange for your bill to be presented in Braille text.
- **Designated Carer-** With agreement from your designated carer we will forward them all correspondence that is sent for your attention. We will also contact them if we need to get in touch with you.

## Energy Saving Advice

Go Power customer care team have been trained to offer advice on the efficient use of gas appliances. If you have any questions regarding the use of gas appliances you can contact us:

- **Phone** 028 8676 0600
- **Email** [support@gopower.energy](mailto:support@gopower.energy)
- **Online:** You can contact us by visiting the 'Live Chat' function of our website [www.gopower.co.uk](http://www.gopower.co.uk)
- **Post:** You can forward your query in writing to: Go Power, Customer Care, LCC House, 1 Lissan Road, Cookstown, Co. Tyrone, BT80 8EN

For further information on energy saving, please refer to the free of charge code of practice on the efficient use of electricity/ gas on our website [www.gopower.co.uk](http://www.gopower.co.uk).

## Disconnection of Gas Supply

To prevent us ever having to disconnect your gas supply for non- payment, we will take all reasonable steps and agree a suitable payment arrangement.

From the 1<sup>st</sup> October to 31<sup>st</sup> March Go Power will not disconnect the gas supply to domestic premises where the customer has not paid their bill and is:

- Disabled
- Of pensionable age
- Chronically sick or lives alone
- Or lives with other persons who are of pensionable age, disabled, chronically sick or under the age of 18

Go Power will take reasonable steps including:

- At least 4 attempts to make contact with the customer via email, text, letter or telephone
- Checking if the customer is on the Go Power Vulnerable Customer Register

## Planned Interruptions

For any planned interruptions to your gas supply, Go Power will contact you at least 3 days beforehand to inform you. They will let you know the expected duration of the interruption to your supply which will help you make informed decisions as to whether to make alternative arrangements.

## Special Controls or Adapters

If customers have difficulty using gas appliances, Go Power will provide special controls and adapters to assist you. In addition, if your meter needs to be repositioned we will arrange for this to be moved free of charge (where reasonable and appropriate).

For more information on adapters you can contact the Centre for Independent Living, Linden House, Beechill Business Park, 96 Beechill Road, Belfast, Antrim, BT87QN,

**Tel:** 028 9064 8546

**Web:** [www.cilbelfast.org](http://www.cilbelfast.org)

### **Annual gas safety Inspections**

Go Power will arrange a free annual gas safety inspection of the gas appliances and other gas fittings for customers who are of pensionable age, disabled or chronically ill. This only applies to households where all occupants are of pensionable age or disabled or chronically sick or minors. This does not apply where the landlord of the customer is responsible for the annual inspection in accordance with the Gas Safety (Installation and Use) Regulations (Northern Ireland) 2004. The safety inspection must be undertaken by a person possessing appropriate expertise.

**ID Badges-** All Go Power staff carry photo ID and branded Go Power clothing. Any member of Go Power that calls at your door will introduce themselves before presenting their identification.

The ID will include the name and Go Power logo. It will also include a valid expiry date. The Go Power telephone number will appear clearly on the ID should you wish to call us to confirm the caller's identity.

Go Power have signed up to the 'Quick Check' scheme. If you have any queries you can call **0800 013 2290**.

Quick Check can confirm that the caller is genuine and contact the police immediately if they are not.

**Phoenix Natural Gas Ltd and Firmus energy Network operators:** It is imperative for all Network operators to carry identification. If you would like to confirm a Gas Networks caller you can do so by contacting Phoenix Natural Gas Ltd and/or Firmus energy Networks.

Phoenix Natural Gas telephone number: 0845 455 5555

Firmus energy telephone number: 0800 0324567