

BUSINESS REPLY SERVICE  
Licence No BEL 3746

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NIE Energy  
Customer Care Register  
FREEPOST BEL 3746  
PO Box 2  
Danesfort  
120 Malone Road  
BELFAST  
BT9 5BR

 **NIE energy**  
*in touch with you*

“The password scheme gives me that extra peace of mind.”

customer care

### Our Promise

Our confidential Customer Care Register makes us aware of your individual needs. If you register with us you can benefit from any of our services listed overleaf.

Customer Helpline **08457 455 455**

Lines open 8am-8pm, Monday to Friday, 9am-1pm, Saturdays. Calls recorded for quality assurance purposes.

IN TOUCH  
A QUICK STEP GUIDE

# Customers with Individual Needs



We care about all our customers but are particularly concerned about customers with special requirements. We have a range of services available, with our confidential Customer Care Register. You may wish to join and benefit from some of the services offered.

### Doorstep Service

If you have a hearing difficulty we will knock the door louder and speak clearly when we call to read your meter. If you have a mobility problem we will allow more time for you to answer the door.

### Password Scheme

If you are worried about bogus callers, you can give us a password to use each time we call. This will give you extra protection and may be useful if you are partially sighted or blind. Please choose a password you will remember easily, for example the name of a pet.

### Services for customers who are hard of hearing or deaf

- If you have any queries on bills, payments or moving house please contact us by e-mail at [home@nieenergy.co.uk](mailto:home@nieenergy.co.uk)
- Alternatively, you can provide us with details of a relative or carer who can then contact us on your behalf

### Carers Contact Service

If someone helps you to manage your bills, we can post the bills directly to them. We can also contact them if we need to reach you at any time.

### Braille Bill

If you are blind, we can send a copy of your bill and all other correspondence in Braille.

### Talking Bill

If you are blind or partially sighted, we can phone you with details of your bill. You will get the opportunity to ask any questions you may have.

### Large Print Bill

If you have a sight difficulty, we can send a copy of your bill and all other correspondence in large print.

### Special Advice

We will try our best to resolve any concerns you may have by phone. If we can't we will arrange a visit to your home.

To take advantage of any of these services, please complete and return the attached form.

**For information on the following services please contact Northern Ireland Electricity on 08457 643 643**

**Critical Care** - An information service for customers with life supporting equipment

**Meter Services** - If you wish to request a change or relocation of a meter.

Please complete and return this form. (Tear along the dotted line, fold the page in half and seal the edges).

**Our address is on the back and no stamp is needed.**

Name: \_\_\_\_\_

Address \_\_\_\_\_

Post Code: \_\_\_\_\_

Home Tel.No.: \_\_\_\_\_ Work Tel. No.: \_\_\_\_\_

email: \_\_\_\_\_

Customer Number: \_\_\_\_\_

### Doorstep Service

Please indicate your special requirements. (Please tick)

Hearing

Talking Bill

Mobility

Large Print Bill

Speech

Braille Bill

Sight

Please give details on your particular requirements: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Are there any senior citizens at home? Yes

No

### Password Scheme

I would like my Password to be \_\_\_\_\_  
(No more than 8 letters)

### Carer's Contact Service

Name of Carer: \_\_\_\_\_

Address \_\_\_\_\_

Post Code: \_\_\_\_\_

Home Tel.No.: \_\_\_\_\_ Work Tel. No.: \_\_\_\_\_

email: \_\_\_\_\_

NB: If you have any difficulties filling in the form please contact our

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