They're getting the extra support they need.

Could signing up to a **Customer Care Register** help you too?



Support that's right for you.

Customer Care Registers are free to join and help consumers who need extra support from their electricity supplier, gas supplier, NIE Networks or NI Water.



Am I eligible?

You may benefit from joining a Customer Care Register if you:

- Have a disability.
- Have a specific health condition.
- Have specific communication needs.
- Need extra help because of personal circumstances.
- Are of pensionable age.

Utility Regulator
www.uregni.gov.uk

What help is available?



Different companies offer different types of support. This may include:

- ✓ Accessible bills and letters.
- ✓ Adding a trusted person to your account.
- ✓ Password protection for home visits.
- ✓ Priority contact and access to NIE Networks' dedicated priority support team during a power cut if you rely on electricity for medical equipment.
- ✓ Priority bottled water from NI Water during supply interruptions.

Joining a Customer Care Register does not mean that you will receive financial support. If your company cannot help, they may refer you to another organisation that may be able to help.

How do I join?

You need to sign up to each Customer Care Register separately by contacting your electricity supplier, gas supplier, NIE Networks or NI Water. Tell them what support you need, and they will explain what help is available.

Electricity suppliers

Budget Energy
0800 012 1177

Click Energy
0800 107 0732

Power NI
0800 028 5455

Share Energy
0808 304 9870

SSE Airtricity
0345 601 9093

Gas suppliers

Firmus Energy
0800 032 4567

SSE Airtricity Gas Supply
0800 032 4322

Network companies

NIE Networks
0345 764 3643

NI Water
0345 744 0088

Utility Regulator
www.uregni.gov.uk