

# Vulnerable Customers Register

ESB Networks have created a **Vulnerable Customer Register** for customers who, due to advanced age, physical or mental health difficulties, need additional support when it comes to their electricity supply.

If you require additional assistance with your electricity supply e.g. braille bills, large print or talking bills, if you require this form to be posted out to you, or have mobility difficulties please call our **Customer Service team** on **0818 363 749**.

To register with us as a **Vulnerable Customer** please complete the form on the page opposite.

Did you know that you can nominate a representative to manage your energy account? If you would like to, please contact us through our website or call us on **0818 363 749**.

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Pinergy requires the below information to record the special requirements of certain customers. The data controller is New Measured Power Limited, t/a Pinergy. Please refer to our Privacy Policy, available at; <https://pinergy.ie/terms-conditions/privacy/>. We can also provide a copy of this upon request.

When registering as a Special Services customer with Pinergy and under the Commission for Regulation of Utilities (CRU) guidelines you waive your entitlement to the restrictions on the disconnection between 1st November and 31st March in circumstances where you do not purchase sufficient credit if you are a Pay as You Go (PAYG) Customer. If you are a Lifestyle customer, you will not be disconnected or de-energised during the Winter months for reasons of non-payment of bills.

Please note that Pay as You Go (PAYG) is not suitable for Priority Services customers (critically dependent on electricity powered equipment). Only those signed up to Pinergy Lifestyle are eligible to register as a Priority Service customer.

**Pinergy Card Number:**

**MPRN Name (Account Holder):**

**Name of person to be registered (if different from the above):**

**Address (Account Holder):**

  
  

**Landline:**

**Mobile:**

**Email:**



Continued overleaf

**Registration Category for Special Service Customers (Please tick ✓):**

- |  |                          |                        |                          |
|--|--------------------------|------------------------|--------------------------|
| Mental Health (Certification required) | <input type="checkbox"/> | Language Difficulty    | <input type="checkbox"/> |
| Deaf or Hard of Hearing                | <input type="checkbox"/> | Speech Difficulty      | <input type="checkbox"/> |
| Blind or Partially Sighted             | <input type="checkbox"/> | Learning Difficulty    | <input type="checkbox"/> |
| Elderly (aged 66 or over)              | <input type="checkbox"/> | Dexterity Impaired     | <input type="checkbox"/> |
| Mobility Difficulty                    | <input type="checkbox"/> | Other (please specify) | <input type="checkbox"/> |

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**Details of Electricity Powered Equipment for Priority Service Customers (Not suitable for PAYG customers) (Please tick ✓):**

- |  |                          |                |                          |
|--|--------------------------|----------------|--------------------------|
| Oxygen Concentrator                    | <input type="checkbox"/> | Home Dialysis  | <input type="checkbox"/> |
| Personal Suction Pump                  | <input type="checkbox"/> | Electric Hoist | <input type="checkbox"/> |
| Peg Tube Feeding Pump                  | <input type="checkbox"/> | Ventilator     | <input type="checkbox"/> |
| Total Parental Nutrition Machine       | <input type="checkbox"/> | Nebuliser      | <input type="checkbox"/> |
| Electronic Pressure Relieving Mattress | <input type="checkbox"/> | Household Lift | <input type="checkbox"/> |

Other (please specify)

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*Pinery reserves the right to request you to provide further evidence of your entitlement to these services.*

**Signature:**

**Date:**

*In filling this form you agree to share the information provided with the Electricity Network Operator. This allows the Electricity Network Operator to provide you with additional services to suit your customer category.*



**Return Address:**

**Pinery,**  
Suite 1 Beaver House,  
Beech Hill Office Campus,  
Clonskeagh, Dublin 4,  
D04 Y8X5, Ireland.

Visit [pinergy.ie](https://www.pinery.ie) or Call **0818 363 749**



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